Division of Technology Services
DEVELOPMENT AND APPLICATION SUPPORT

DART Incident Reporting

DDRS User Guide

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1. Incident Reporting

Incident Reporting is a tool in the DART product that you can use to process Incident reports (IRs) and Follow-Up reports (FURs) that are created in the Incident and Follow-Up Reporting (IFUR) Tool.

1.1. Disclaimer

This user guide is intended to provide information about the user interface, features, and functionality available in the DART Incident Reporting tool. This user guide does NOT attempt to establish or provide agency policies or procedures. Any user or workflow procedure discussed in this user guide is a recommendation of the best practice to employ and does not supersede any existing agency policies or procedures.

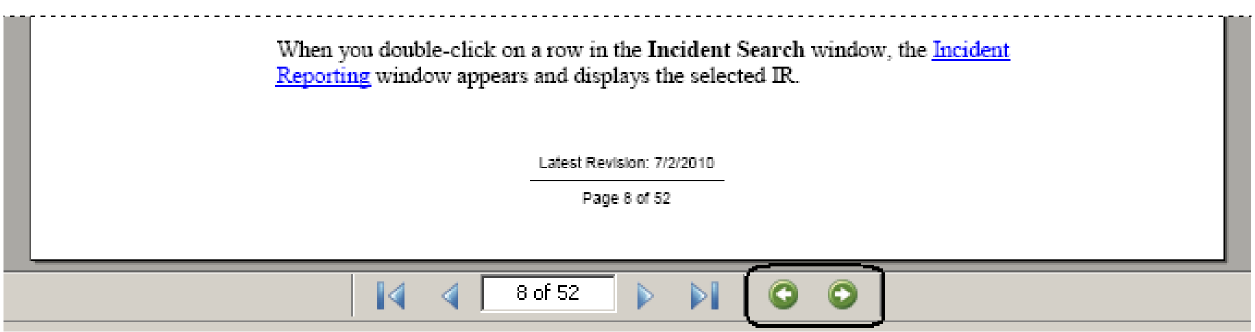
1.2. Product Support

If you encounter a problem with this product, or if you have a question or recommendation regarding this user guide, send an email to the Development and Application Support (DAS) team at DTS-DAS@fssa.in.gov. A member of the DAS Help Desk team will contact you to address the issue.

1.3. How to Use this User Guide

This user guide is best viewed in the Adobe Reader product, so that you can use the included hypertext links to move between important sections of the document. For example, if you encounter a step in a procedure that states, "Proceed to Step ## of the ___________ procedure," the intent is to redirect you to a step in a different procedure.

Another use for linked text is to provide expounding information about a related topic. With this type of link, you follow the link, read the information provided, and then (most likely) return to the previous topic or procedure. You can use the following buttons at the bottom of the **Adobe Reader** window to easily move back to a previous topic, or forwards to a previously followed link:

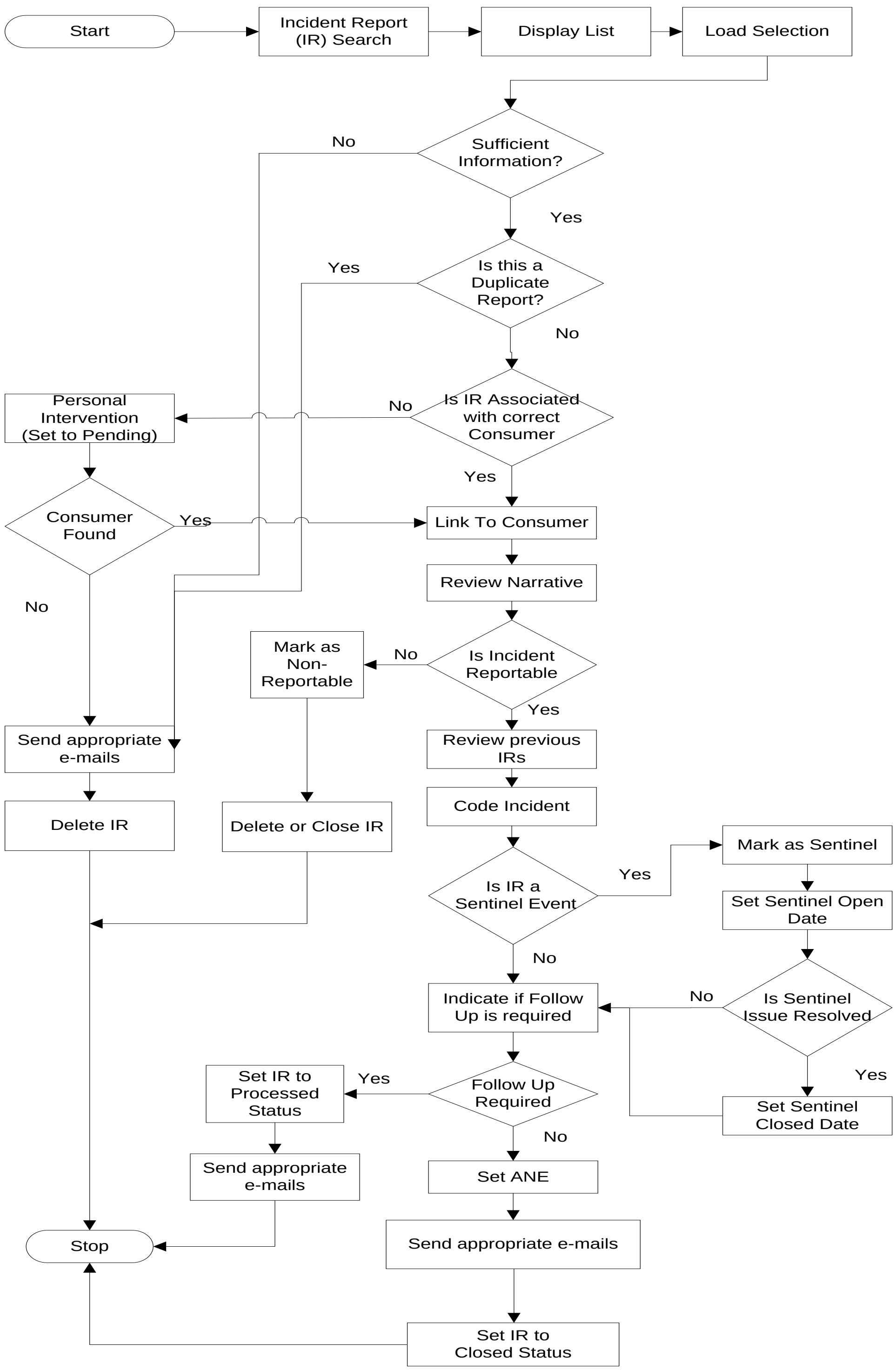


1.4. Glossary, Abbreviations, and Acronyms

Term	Definition
ANE	Abuse, Neglect, and Exploitation
Associated	Refers to a FUR that has been submitted through the IFUR tool, yet has not been linked to an IR. The DART Incident Reporting tool has identified the FUR as a possible match with an existing IR, and combined, or *associated*, the two reports in the **DDRS Incident Reporting** window.
Control	A user interface tool that permits the user to manipulate the data on the tab, window, or section. For example, text boxes, drop-down lists, radio buttons, and check boxes are all considered controls.
DA	Division of Aging
DD	Developmentally Disabled
DDRS	Division of Disability & Rehabiliative Services
DOB	Date of Birth
DOP	Death of Person
FUR	Follow-Up report
Hypertext Link	A hypertext link is indicated by blue underlined text, and permits the user to follow the link to the designated section of the user guide, to another document, or to a website.
Indicator	A read-only field that displays information about the IR. Usually, indicators show information that was entered by using a different tab, window, section, or application.
IR	Incident report
MRC	Mortality Review Committee
PRN	Pro re nata – Indicates that medication was given to or provided to a consumer on an as needed basis.
SSN	Social Security Number
Sentinel Event	An unexpected occurrence involving death or serious physical or psychological injury, or the risk thereof. Serious injury specifically includes loss of limb or function. The phrase, "or the risk thereof" includes any process variation for which a recurrence would carry a significant chance of a serious adverse outcome. Such events are called "sentinel" because they signal the need for immediate investigation and response.

2. Initial Incident Report Processing Flow Chart

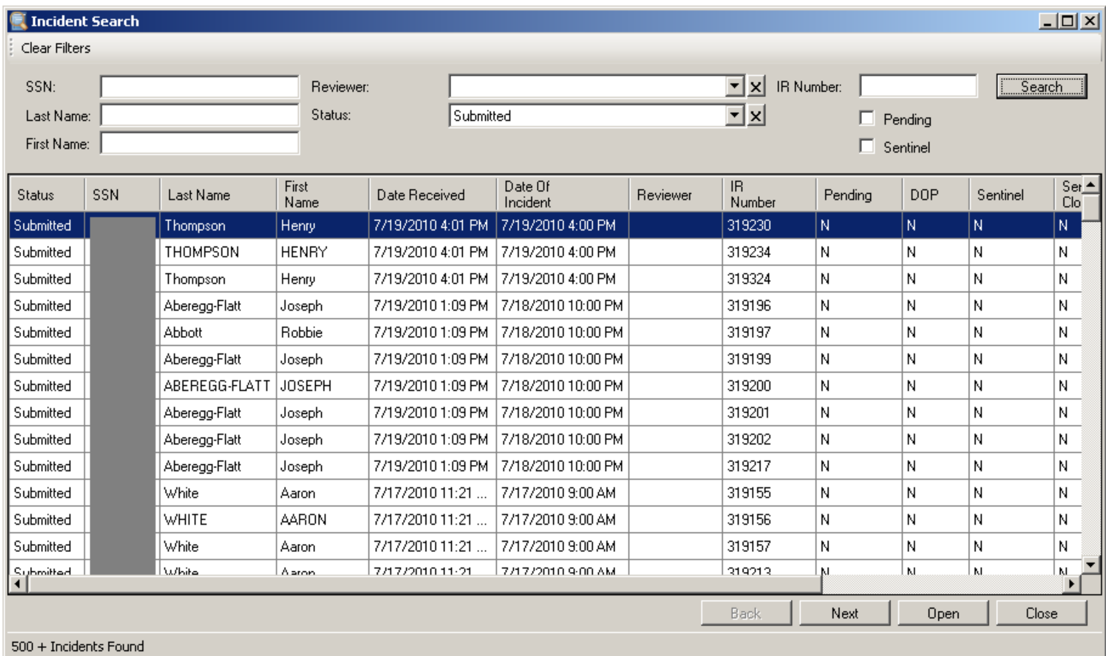
You can use the DART Incident Reporting tool to process Incident reports (IRs) and Follow-Up reports (FURs) that are created in the Incident and Follow-Up Reporting (IFUR) Tool. The following flow chart shows the workflow for processing an IR:



2.1 Accessing the IR Tool and Displaying an Incident Report

As described in the first few steps of the Initial Incident Report Processing flow chart, you must first access the DART Incident Reporting tool and display the desired IR. Use the following procedure to accomplish this task:

1. Log in to the DART product.
2. On the main screen, select the **INcident** button. The system displays a blank DDRS Incident Reporting window.
3. Select **Search > Incident Reports** from the Menu bar. The **Incident Search** window appears and displays a list of currently submitted IRs, as shown in the following illustration:



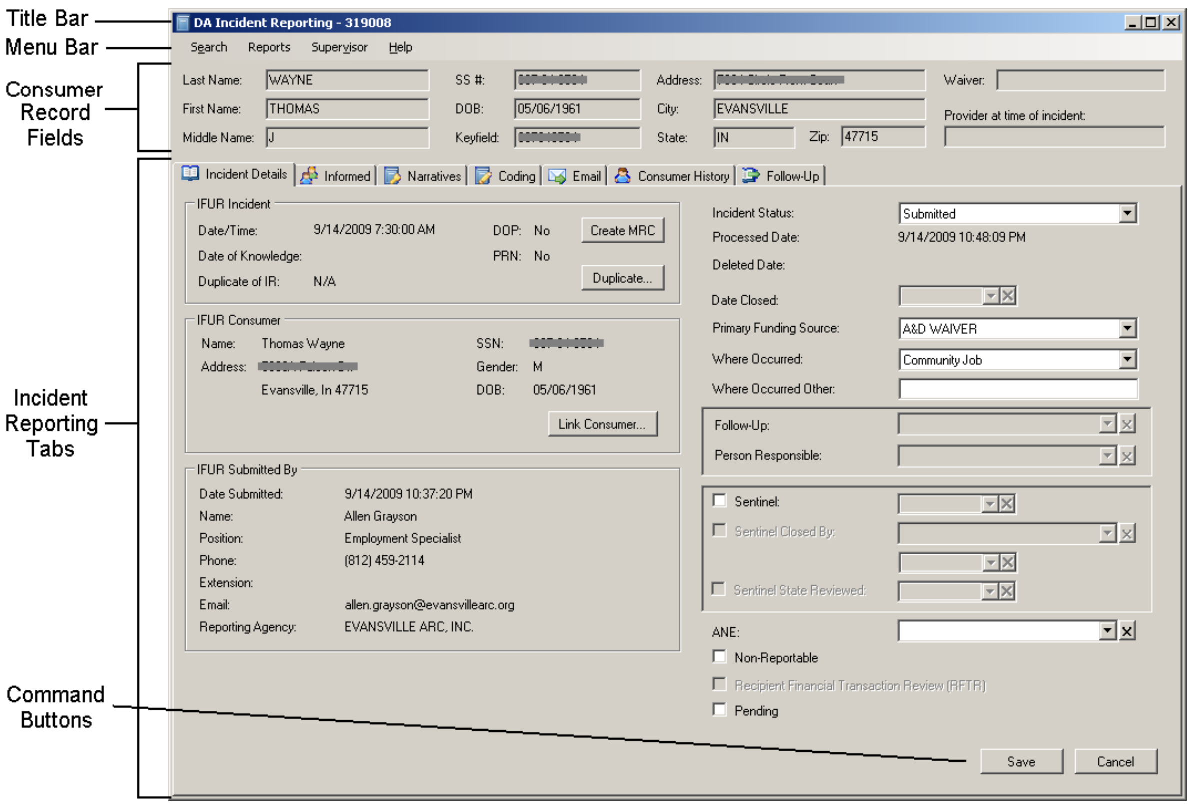
4. Locate the desired IR and double-click on the row that contains it. The **DDRS Incident Reporting** window appears and displays the selected IR. If the desired IR does not initially appear on the list, you can:
   a. Click a column header to sort the information by that column. For example, clicking the **Last Name** column header arranges the entire list by last name in ascending order, which might make it easier to locate the IR you need. Clicking **Last Name** again sorts the list by last name in descending order.
   b. Redefine the search by selecting **Clear Filters** and then changing one or more of the search parameter fields at the top of the **Incident Search** window. The more information you provide, the more accurately the system can perform the search.
   c. Click the **Next** and **Back** buttons at the bottom of the **Incident Search** window if your search yields more than 500 Incident reports.

3. The DDRS Incident Reporting Window

The **DDRS Incident Reporting** window displays the contents of a selected IR, and contains the following main elements:

- Title bar
- Menu bar
- Consumer record fields
- Incident reporting tabs
- Command buttons

The following illustration shows an example of the **DDRS Incident Reporting** window and calls out the major window elements:



3.1 Title Bar

The Title bar contains the **DDRS Incident Reporting** window name and displays the number for the selected IR.

3.2 Menu Bar

The Menu bar contains menus that you can use to manage IRs in the **DDRS Incident Reporting** window. When you select a menu from the Menu bar, a list appears that contains the menu items that you can select.

The Menu bar provides the following menus:

- Search
- Reports
- Supervisor
- Help

3.2.1 Search Menu

The **Search** menu provides the following items:

Incident Reports	Select this menu item to display the **Incident Search** window, which you can use to locate an IR by using one or more search parameters.
Follow-Up Reports	Select this menu item to display the **Follow-Up Search** window, which you can use to locate a FUR by using one or more search parameters.

3.2.2 Reports Menu

The **Reports** menu provides the following item:

Incident Print	Select this menu item to display the **IncidentPrint** window, which contains a copy of the preview IR that appeared in the IFUR tool when the reporter submitted the IR. The toolbar in the IncidentPrint window includes tools that you can use to navigate to a different page, print, and export the preview IR.

3.2.3 Supervisor Menu

(Requires login under the Supervisor role) The **Supervisor** menu provides the following items:

Email Administration	Select this menu item to display the **Email Administration** window, which you can use to maintain the email templates that the system uses when sending one or more emails as a result of normal IR or FUR processing.
QA Notes	Select this menu item to display the **New Narrative / Edit Narrative** window, which you can use to record notes (for example, comments, questions, or observations) about the IR. The window is called **New Narrative** before any notes are added, and changes to **Edit Narrative** after you save one or more notes.

3.2.4 Help Menu

The **Help** menu provides the following items:

User Guide	Select this menu item to display the **Incident Reporting** document library, which contains DA and DDRS versions of the *DART Incident Reporting User Guide* PDF files.
About	Select this menu item to display the **About IR** window, which provides version and copyright information about the DART Incident Reporting tool.

3.3 Consumer Record Fields

The consumer record fields display a consumer's DART account information after you link the IR to the consumer. If you display an IR that has not been linked, the consumer record fields appear blank.

3.4 Incident Reporting Tabs

The incident reporting tabs provide the tables and controls that you use to process the currently displayed IR.

This section also displays the Follow-Up tab when you open a FUR for processing.

3.5 Command Buttons

The Command buttons include the **Save** and **Cancel** buttons, and usually appear in the lower right portion of each incident reporting tab and in separate windows. Initially, the Command buttons are deactivated and unusable, and become activated after you make the first acceptable change on the tab or in the window.

Use the following Command buttons:

Save	To save the changes you have made on the current incident reporting tab or in a window. You cannot move to another tab or out of the window until you have either saved or canceled your changes.
Cancel	To cancel the changes you have made on the current incident reporting tab or in a window. You cannot move to another tab or out of the window until you have either saved or canceled your changes.

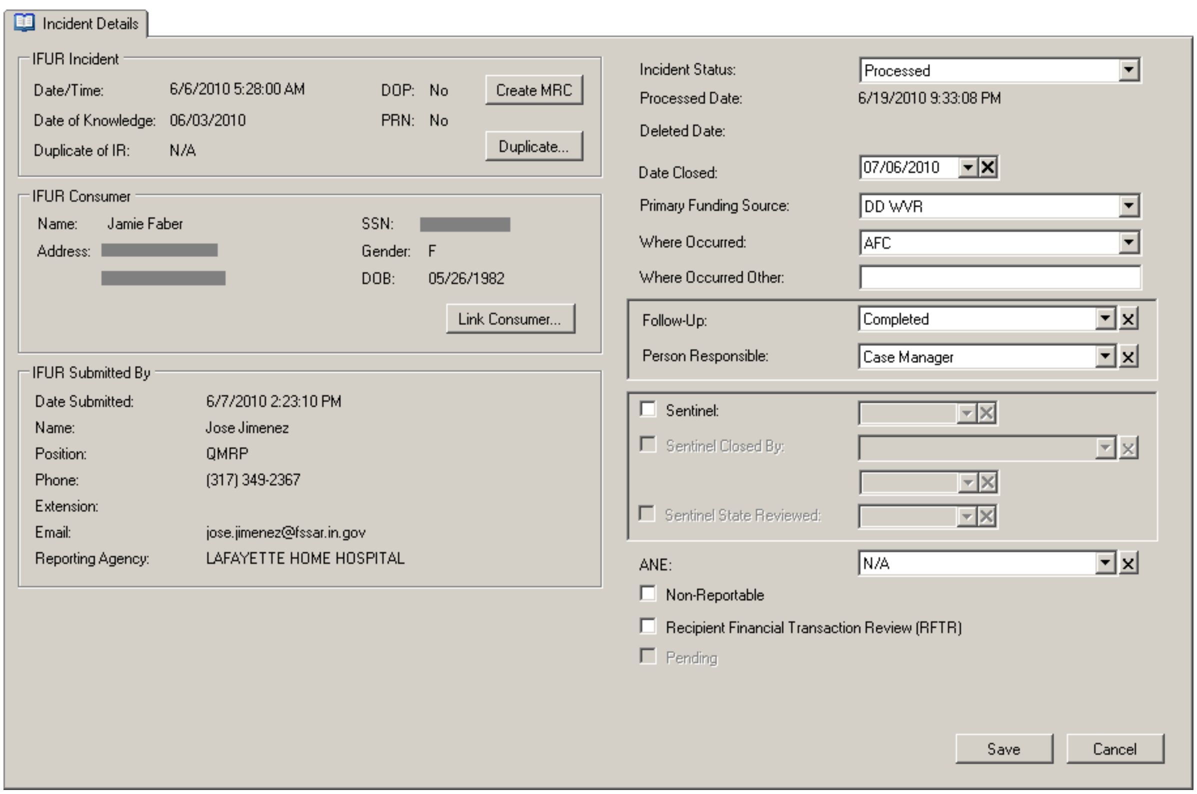
4. Incident Reporting Tabs

As mentioned in the previous section, the incident reporting tabs provide the fields, tables, and buttons that you use to process the currently displayed IR. The **DDRS Incident Reporting** window contains the following incident reporting tabs:

- Incident Details
- Informed
- Narratives
- Coding
- Email
- Consumer History

4.1 Incident Details Tab

When you select an IR from the **Incident Search** window, the system displays the **Incident Details** tab by default. The following illustration shows an example of the **Incident Details** tab:



The left side of the **Incident Details** tab contains several indicator fields that provide background information about the IR, and buttons that you can use to:

- Create an MRC record
- Duplicate an IR
- Link the IR to a consumer

4.1.1 Creating an MRC Record

To create an MRC record, the following conditions must be satisfied for the IR:

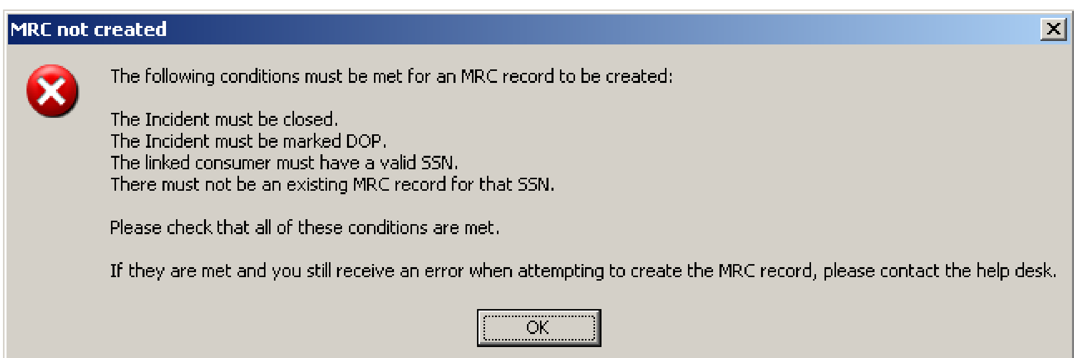
- The **DOP** indicator is set to **Yes** in the **IFUR Incident** section of the **Incident Details** tab
- The **Narratives** tab displays a **Death** sub-tab, which contains the details about the DOP
- The IR is linked to a consumer with a valid SSN
- An MRC record for the consumer's SSN does NOT already exist
- The IR is closed

After ensuring that these conditions have been met, perform the following steps:

1. Select the **Create MRC** button in the **IFUR Incident** section of the **Incident Details** tab. If the system is able to create the MRC record, a message appears indicating success.
2. Click **OK** in the success message.
3. Use the **Email** tab to send the **NOTIFICATION OF DEATH OF PERSON** email to the designated recipients.

Important

If the system is unable to create an MRC record in Step 1, an alert message similar to the following example appears:



a. Click **OK**.

b. Attempt to correct the unsatisfied conditions that were identified in the message.

c. Select the **Create MRC** button again. If the alert message appears again and you have satisfied all of the conditions, contact the DAS Help Desk.

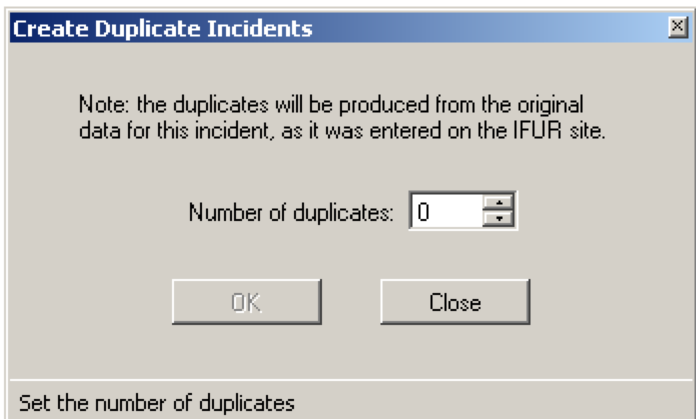
4.1.2 Duplicating an Incident Report

To duplicate an IR, the following conditions must be satisfied:

- The IR was submitted via the IFUR tool and received by the new DART Incident Reporting tool (for example, migrated IRs that used to appear in the previous incident reporting system cannot be duplicated)
- The IR is the original report received by the system (for example, you cannot duplicate a duplicated IR)
- The IR is in either the Submitted, Processed, or Closed status – you cannot duplicate an IR in Deleted status

After ensuring that these conditions have been met, perform the following steps:

1. Select the **Duplicate** button in the **IFUR Incident** section of the **Incident Details** tab. The **Create Duplicate Incidents** window appears, as shown in the following illustration:



2. Enter the number of desired duplicate reports in the **Number of duplicates** field.
3. Click **OK**.
4. The "Duplicates created successfully" message appears at the bottom of the window.
5. Click **Close**.

Important

After you click **Close**, the system saves the new duplicated IRs in the Submitted status, regardless of the status of the original IR. For example, if you create one or more duplicates of an IR in the Closed status, you must search for the duplicated IRs on the Submitted list in the **Incident Search** window.

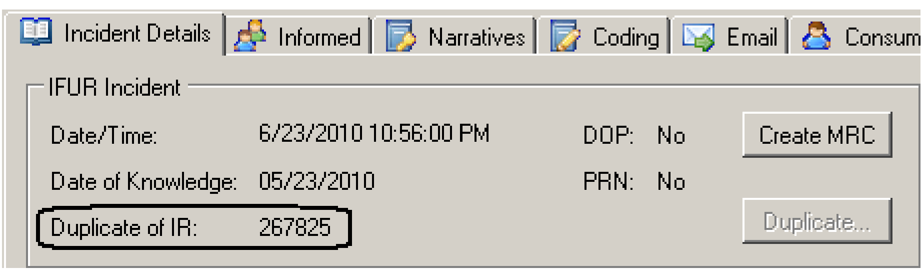
4.1.3 Working with Duplicated Incident Reports

Use the following guidelines and information when working with duplicated IRs:

- To locate one or more IRs that you duplicated, use the Incident Search window. The system assigns a unique IR number in the **IR Number** column to each duplicated IR. The system also copies this unique IR number to the **DuplicateIncidentReportID** database field for each duplicate report, so that you can pull this field information into system reports later.
- The system saves a duplicated IR in the Submitted status, regardless of the status of the original IR that was used to create it. For example, if you create one or more duplicates of an IR in the Closed status, you must search for the duplicated IRs on the Submitted list in the **Incident Search** window.
- If the original IR was in the Submitted status, the duplicated IRs will appear with the original IR on the Submitted list, in similar fashion to the example shown in the following partial illustration:

Status	SSN	Last Name	First Name	Date Of Incident	Reviewer	IR Number	Pending
Submitted	[redacted]	Asher	Darrell	6/23/2010 10:56 PM		267829	N
Submitted	[redacted]	Asher	Darrell	6/23/2010 10:56 PM		267830	N
Submitted	[redacted]	Asher	Darrell	6/23/2010 10:56 PM		267825	N
Submitted	[redacted]	Roth	Bob	6/23/2010 9:00 PM		267828	N
Submitted	[redacted]	Smith	William	6/23/2010 10:00 AM		267810	N
Submitted	[redacted]	John	Lucas	6/23/2010 7:30 AM		267813	N

- When you open a duplicated IR, the system displays the ID of the original IR record in the **IFUR Incident** section of the **Incident Details** tab, as shown in the following partial illustration:

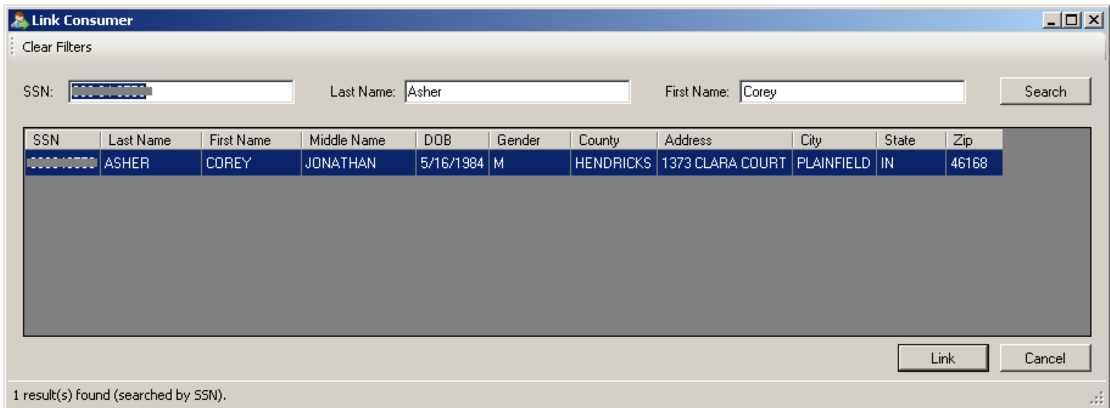


- The system only duplicates the original IR data that was submitted via the IFUR tool. For example, if you save changes to the original IR in the DART Incident Reporting tool and then duplicate the IR, the duplicated IRs will NOT contain the saved changes.

4.1.4 Linking an Incident Report to a Consumer

Linking an IR to a consumer is an important step in IR processing, especially during status transitions. Use the following steps to link an IR to a consumer:

1. Select the **Link Consumer** button in the **Consumer** section of the **Incident Details** tab. The **Link Consumer** window appears and displays one or more consumer records, as shown in the following illustration:



2. Review the consumer demographic information (for example, name, SSN, DOB, and address) to verify that the selected record in the window corresponds to the consumer on the IR. If the selected record does not correspond:

   - Use the search fields at the top of the window to refine the search. For example, remove the consumer names and search by SSN only.

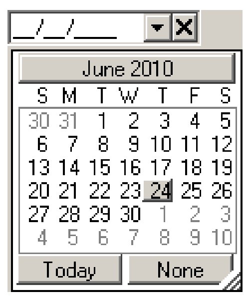
   - Verify that the consumer is listed under the same funding source as the IRs that you are processing. For example, if you logged in to the DART system as a DA user and attempt to link to a DD consumer, the system might not be able to locate the consumer record.

3. Select the **Link** button. The system links the IR to the consumer, and the consumer's DART information appears in the **DART Record Fields** section at the top of the window.

4. Select **Save**.

4.1.5 Incident Details Tab Fields and Controls

The following table describes the fields and controls on the right side of the Incident Details tab:

Field or Control	Description
Incident Status	Use this field to change the status of the IR, assuming that the IR meets the required status conditions for the change. The following valid entries can appear in this field: • **Submitted** • **Processed** • **Deleted** • **Closed**
Processed Date	This indicator displays the date and time that the status of the IR was changed to **Processed**. This indicator also contains a date if the IR was migrated from a previous incident reporting system.
Deleted Date	This indicator displays the date and time that the status of the IR was changed to **Deleted**.
Date Closed	Use this field to set the date that the IR was closed. You can manually enter the values in the field or select the drop-down arrow to display a Date Picker control, similar to the following illustration: 
Clear 	Click this button beside the drop-down arrow in a field to remove the contents of the corresponding field, if the current status conditions permit. If a cleared field corresponds to a check box (for example, the **Sentinel** and **Sentinel Closed By** check boxes), you must also clear the check box before you can save the changes. **Tip** It is often simpler to uncheck the associated check box, which also clears the corresponding date fields. If you attempt to save invalid changes, the system displays the **Invalid Input** window and indicates the affected field with a red exclamation mark icon. You must click **OK** and change the identified field before you can save the changes.

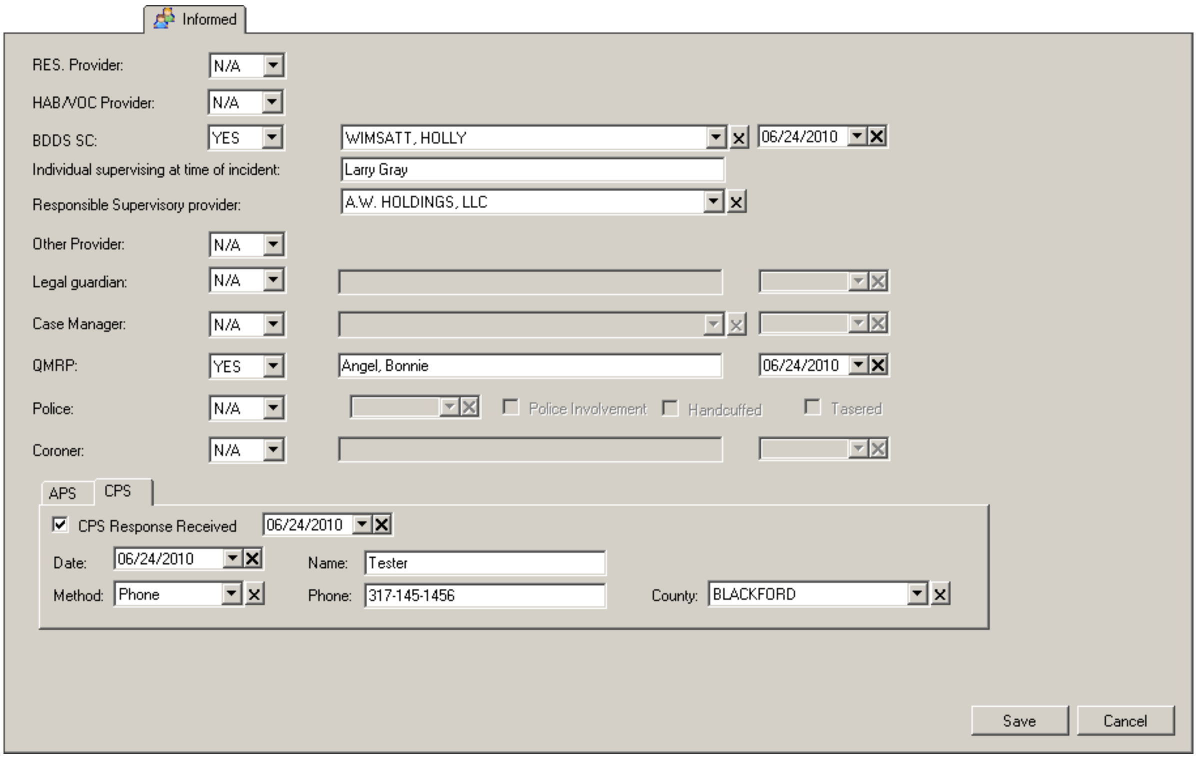
Field or Control	Description
Primary Funding Source	This field contains the code associated with the primary means of financial support provided to the consumer when the incident occurred. The system sets this field to the value originally entered in the IFUR tool. If necessary, you can select a different DD-related funding source from the drop-down list.
Where Occurred	This field contains the code associated with the location of the consumer when the incident occurred. The system sets this field to the value originally entered in the IFUR tool. If necessary, you can select a different value from the drop-down list. If you select **Other**, enter the location in the **Where Occurred Other** field.
Where Occurred Other	This field contains a location description that does not appear on the drop-down list for the **Where Occurred** field in the IFUR tool. The system sets this field to the value originally entered in the IFUR tool, if used by the reporter. If you selected **Other** in the **Where Occurred** field, enter the location in this field.
Follow-Up	Use this field to indicate whether follow-up activities are required for the IR or to change the status of the follow-up activities for the IR. This field is blank (null) by default. You can change this field to: • **Completed** • **Not Required** • **Required** If the current status conditions permit, you can change this field back to null by selecting Clear.
Person Responsible	Use this field to indicate the role of the entity responsible for completing and submitting a FUR for this IR. -Or- If a FUR is not required, use this field to indicate the entity responsible for completing this IR. This field is blank (null) by default. You can change this field to: • **Case Manager** • **Group Home** • **Service Coordinator** If the current status conditions permit, you can change this field back to null by selecting Clear.

Field or Control	Description
Sentinel	Select this check box to indicate that, based on the information provided on the Informed, Narratives, and Coding tabs, this IR qualifies as a Sentinel event. When you select this check box, the system enters the current date in the field to the right of the check box. You can change the Sentinel date by manually entering a new value or selecting the drop-down arrow and using the Date Picker. If the current status conditions permit, you can also clear this field or reset the entire control.
Sentinel Closed By	Select this check box to indicate that enough support exists for the Sentinel event to be closed. The two fields to the right of this check box become activated. Use the first Sentinel field to indicate the title of the person who closed the Sentinel event. Valid entries for a DD-based IR are: • **Reviewer** • **Supervisor** If the current status conditions permit, you can also clear this field or reset the entire control. Use the second Sentinel field to set the date that the Sentinel event was closed. You can manually enter a value or select the drop-down arrow and use the Date Picker. If the current status conditions permit, you can also clear this field or reset the entire control.
Sentinel State Reviewed	(Available only for DA-based IRs)
ANE	Use this field to indicate the status of any Abuse-, Neglect-, or Exploitation-related code values or information that was entered on the Informed, Narratives, and Coding tabs for this IR. This field is blank (null) by default. You can change this field to: • **Indicated** • **N/A** • **Not Substantiated** • **Substantiated** If the current status conditions permit, you can also clear this field.
Non-Reportable	Select this check box to mark the IR as non-reportable.

Field or Control	Description
Recipient Financial Transaction Review (RFTR)	Select this check box to indicate that the State should perform an RFTR for this consumer. Selecting this check box enables the consumer to appear on one or more system reports run by State personnel elsewhere on the system.
Pending	Select this check box to mark the IR as pending, indicating that the IR has been initially reviewed and requires research by the reviewer. This check box is only available for an IR that is not linked to a consumer. When selected, you can manually clear this check box or allow the system to automatically clear it when you link the IR. If you display an IR that is in a status other than Submitted, this check box is not available.

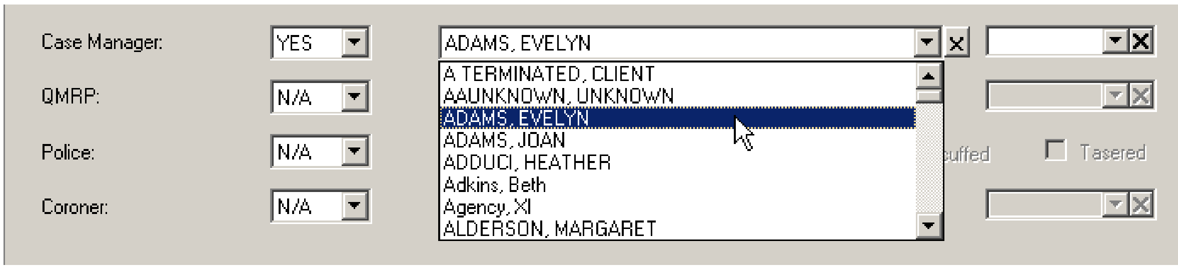
4.2 Informed Tab

The **Informed** tab contains editable fields that correspond to the fields in the **Informed** section of an IR in the IFUR tool. The fields on the **Informed** tab display the values that the reporter originally entered on the IR in the IFUR tool. The following illustration shows an example of the **Informed** tab:



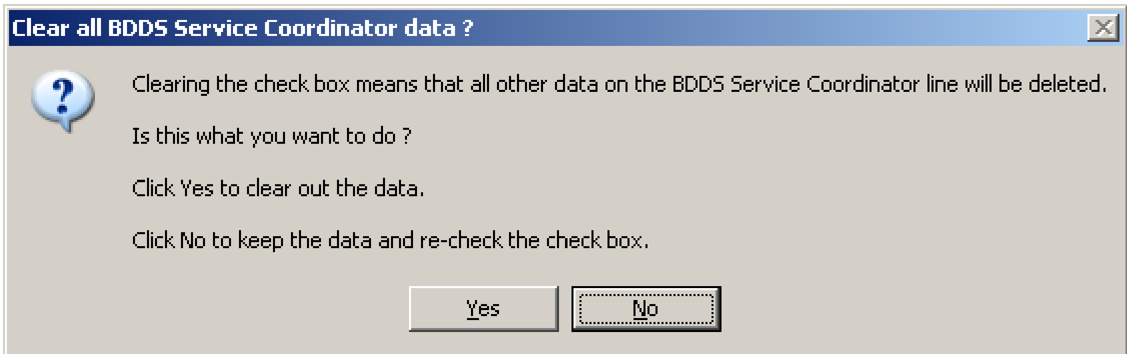
4.2.1 Adding a Line of Information

To add a new line of information to a section marked as **N/A**, select **Yes** from the corresponding drop-down list and complete the remaining fields in that row, as shown in the following illustration:



4.2.2 Deleting a Line of Information

To delete a line of information, select **N/A** from the corresponding drop-down list and then select **Yes** from the alert message that appears. The following illustration shows an example of the alert message:

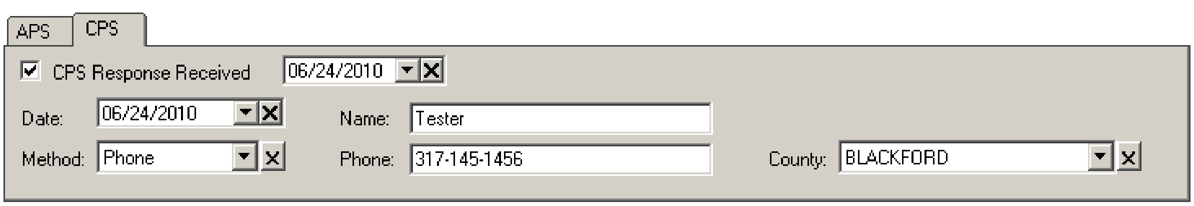


4.2.3 APS / CPS Section

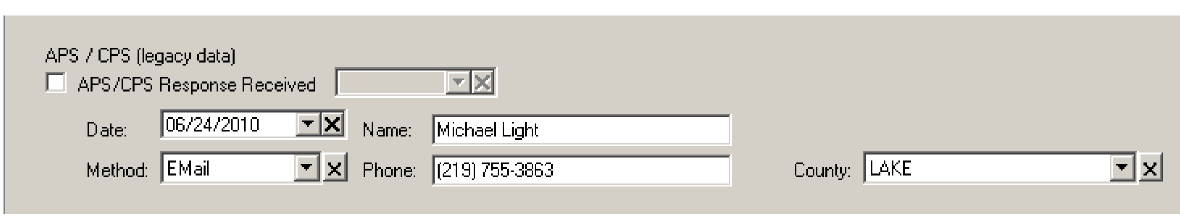
The **APS / CPS** section at the bottom of the **Informed** tab contains the Adult Protective Services and Child Protective Services fields that correspond to the same fields in the IFUR tool. The fields below the **APS / CPS Response Received** check box and corresponding date field display the values that the reporter originally entered on the IR in the IFUR tool.

Use the **APS / CPS Response Received** check box and corresponding date field to indicate that a response has been received by the individual identified in the other APS / CPS fields.

If an IR was submitted by using the current version of the IFUR tool, the APS / CPS information is divided into separate sub tabs, as shown in the following illustration:



If an IR was submitted by using a previous version of the IFUR tool, the APS / CPS information is combined into one section, as shown in the following illustration:



4.3 Narratives Tab

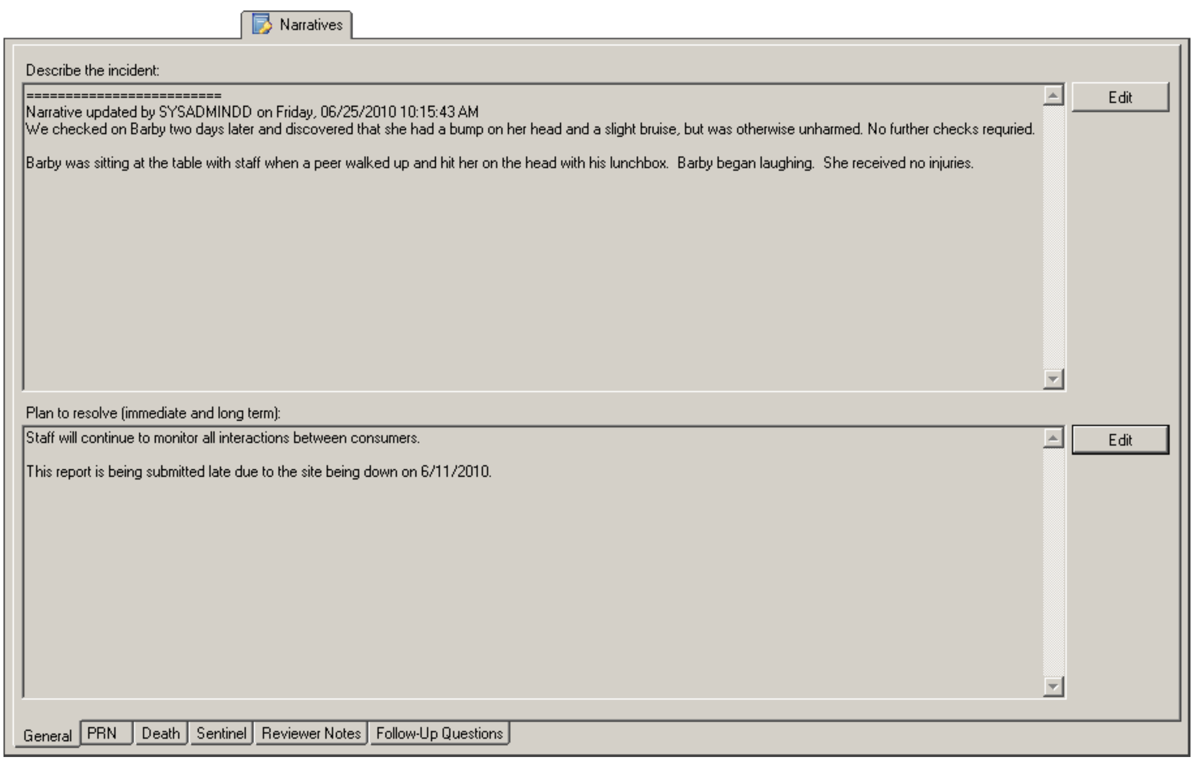
The **Narratives** tab contains multiple sub tabs that display pertinent information regarding the Incident report or Follow-Up report. The following sub tabs can appear in the **Narratives** tab:

- General
- PRN
- Death
- Sentinel
- Reviewer Notes
- Follow-Up Questions

The **PRN** sub tab and **Death** sub tab only appear if the corresponding **PRN** and **DOP** fields were completed for the IR in the IFUR tool.

The remaining sub tabs always appear, regardless of whether the sub tabs contain information.

The following illustration shows an example of the **Narratives** tab with all of the available sub tabs appearing:



4.3.1 General Sub Tab

The **General** sub tab contains the **Describe the incident** and **Plan to resolve** fields, large freeform fields that display the original incident narrative that the reporter entered in the IFUR tool. The fields are editable, which means that you can add notes to the fields.

4.3.2 PRN Sub Tab

The **PRN** sub tab contains multiple, editable freeform fields that correspond to the same fields in the IFUR tool, and which display PRN information that was entered for the Incident report in the IFUR tool.

4.3.3 Death Sub Tab

The **Death** sub tab contains multiple, editable freeform fields that correspond to the same fields in the IFUR tool, and which display DOP information that was entered for the Incident report in the IFUR tool.

4.3.4 Sentinel Sub Tab

The **Sentinel** sub tab contains the **Sentinel notes** and **Sentinel resolved notes** freeform fields that you can use to add notes about a Sentinel event associated with the Incident report.

4.3.5 Reviewer Notes Sub Tab

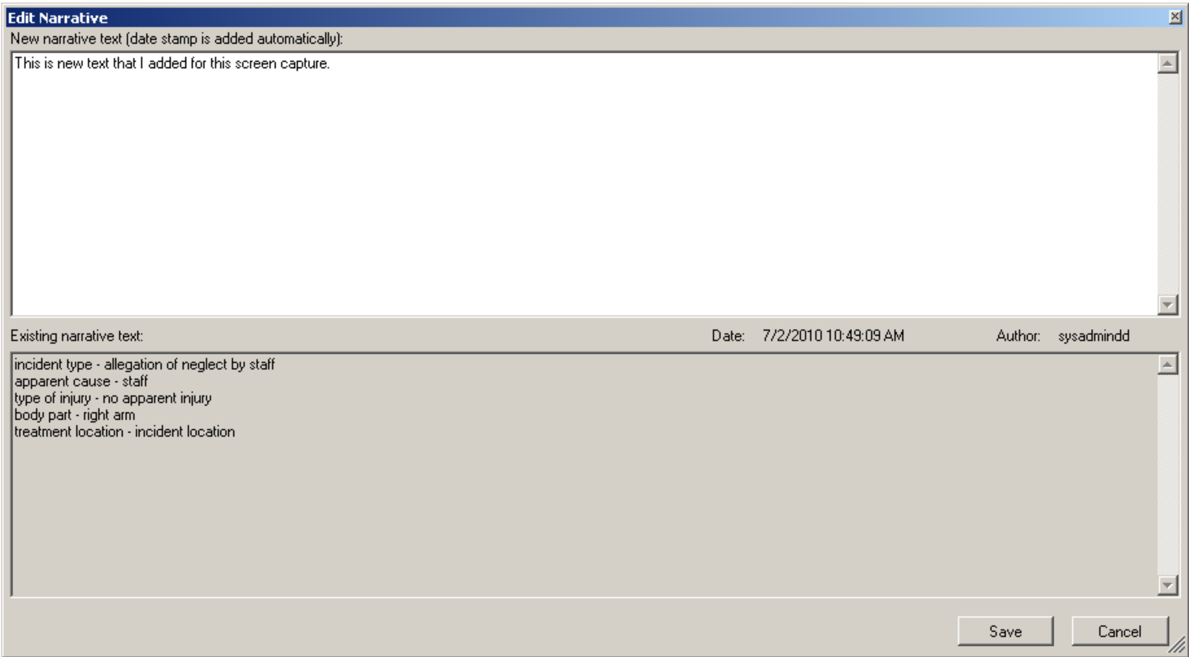
The **Reviewer Notes** sub tab contains the **Reviewer notes** freeform field that the Reviewer can use to add notes about the Incident report.

4.3.6 Follow-Up Questions Sub Tab

The **Follow-Up Questions** sub tab contains the **Follow-up questions** freeform field that you can use to add notes about the follow-up activities regarding an Incident report.

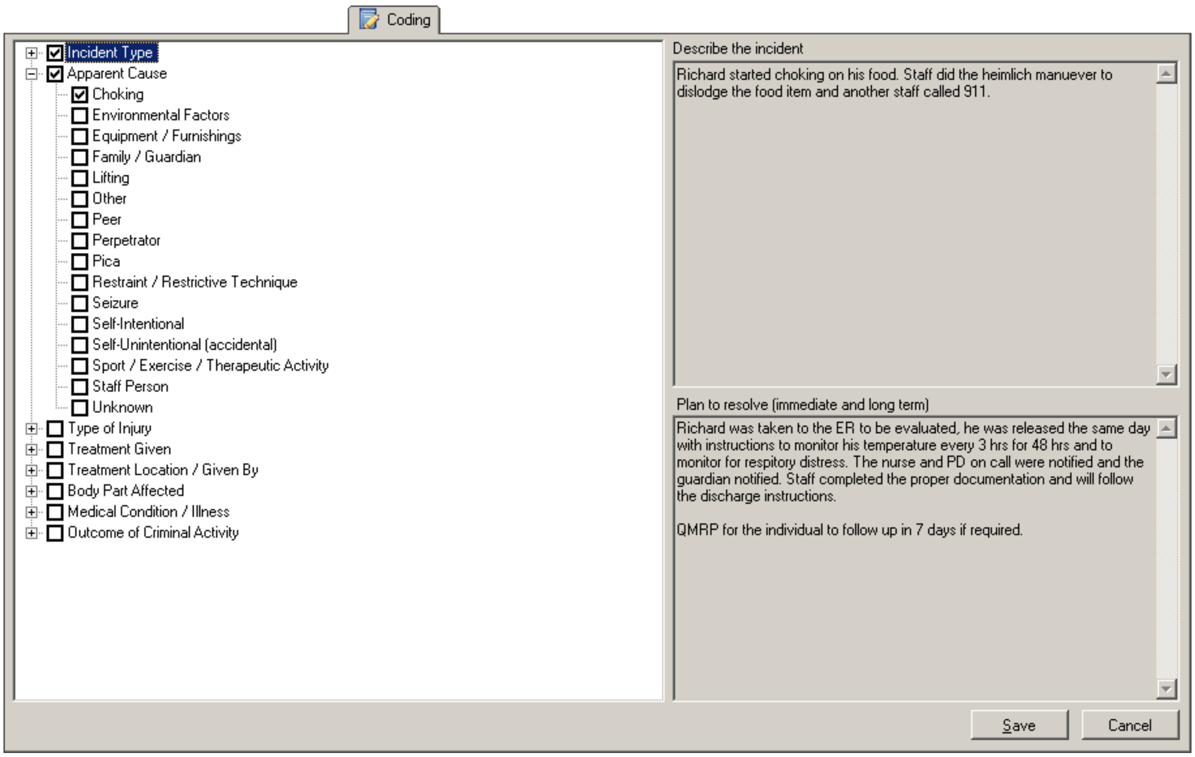
4.3.7 Adding a Note to a Field on the Narratives Tab

For sub tabs that contain one or more freeform text fields, you can use the corresponding **Edit** button to add note text to the field. When you select **Edit**, the system displays either the **New Narrative** or **Edit Narrative** window, depending on whether the field already contains text. Enter your note and then select **Save** to return to the **Narratives** tab. The following illustration shows an example of the **Edit Narrative** window:



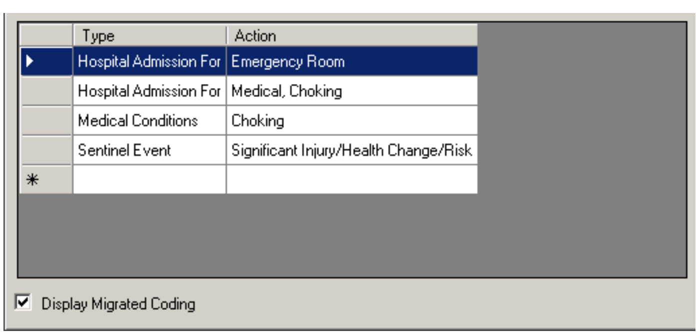
4.4 Coding Tab

The **Coding** tab contains a directory structure of coding categories that you can use to code the IR, along with the **Describe the Incident** and **Plan to Resolve** field notes copied from the **Narratives** tab. Each category in the directory displays a plus sign that you can click to expand the category. After you expand the appropriate category in the directory, select the check box beside the code to apply to the IR, as shown in the following illustration:



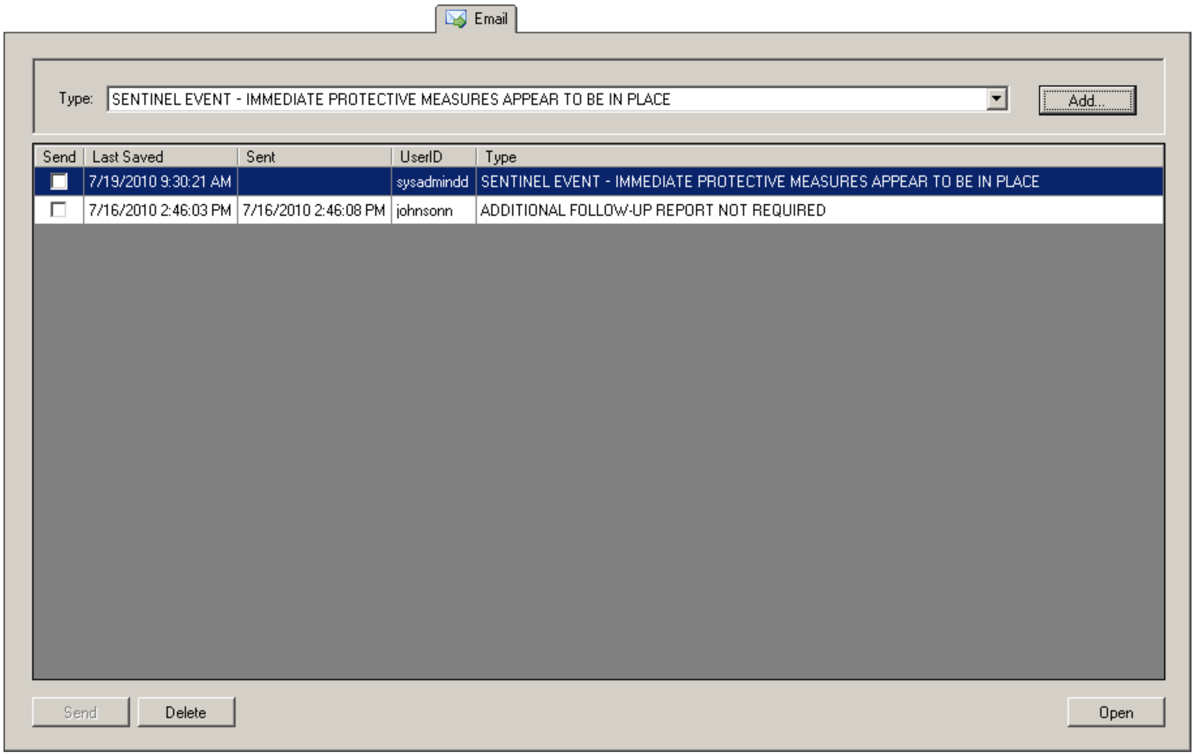
The **Incident Type** and **Apparent Cause** categories each require and accept only one code. You can select any number and combination of codes for the remaining categories. After you finish selecting the applicable codes for the incident, click **Save**.

If an IR is a migrated record from a previous incident reporting system, you cannot add more codes to the IR. The coding directory structure becomes disabled and a **Display Migrated Coding** check box appears in the lower left corner of the **Coding** tab. Clicking this check box displays the coding values that were applied to the IR in the previous incident reporting system, as shown in the following example:



4.5 Email Tab

The **Email** tab contains window controls that you can use to select, address, and send an email associated with the IR. The following illustration shows an example of the **Email** tab:

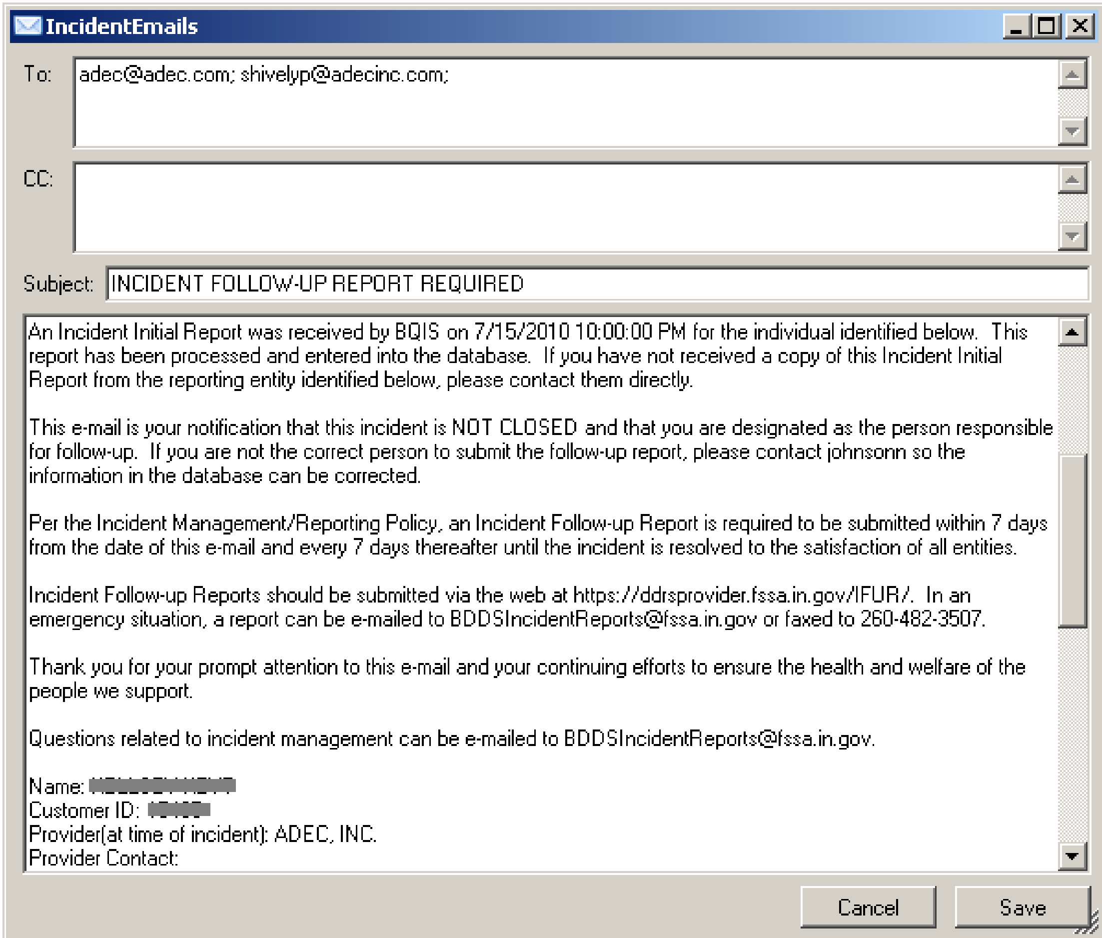


4.5.1 Sending an Email

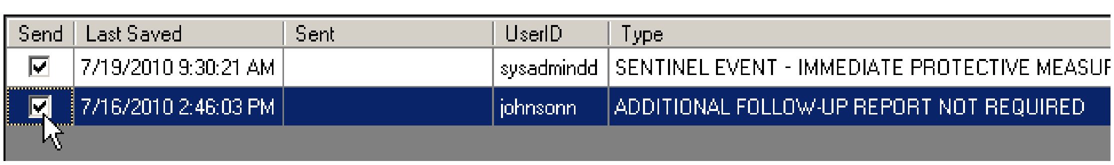
Use the following steps to send an email:

1. Select the type of email to send from the **Type** drop-down list. The following list shows the email types available:
    - ADDITIONAL FOLLOW-UP REPORT NOT REQUIRED
    - ADDITIONAL FOLLOW-UP REPORT REQUIRED
    - APS/CPS NOTIFICATION REQUIRED
    - DEATH WITHOUT INCIDENT REPORT
    - INCIDENT FOLLOW-UP REPORT NOT REQUIRED
    - INCIDENT FOLLOW-UP REPORT REQUIRED
    - INCIDENT INITIAL REPORT – INCORRECT INFORMATION
    - INCIDENT INITIAL REPORT – INSUFFICIENT INFORMATION
    - INCIDENT INITIAL REPORT – MULTIPLE REPORTS SUBMITTED
    - INCIDENT INITIAL REPORT – OTHER NOTIFICATION
    - LATE SUBMISSION OF INCIDENT REPORT
    - NOTIFICATION OF DEATH OF PERSON
    - SENTINEL EVENT – IMMEDIATE PROTECTIVE MEASURES APPEAR TO BE IN PLACE
    - SENTINEL EVENT – VERIFICATION OF IMMEDIATE PROTECTIVE MEASURES REQUIRED

2. Select **Add**. The system displays the **Incident Emails** window, as shown in the following illustration:



3. Add or remove primary email recipient addresses in the **To** field, as necessary.
4. Add or remove secondary email recipient addresses in the **CC** field, as necessary.
5. Click **Save**. The **Incident Emails** window disappears and a record for the email appears in the email queue on the **Email** tab.
6. Repeat Steps 1 through 5 as necessary to add more emails to the queue.
7. After you have finished adding emails, click the check box in the **Send** column for each email to send, as shown in the following partial illustration:



8. Click the **Send** button in the lower left corner of the **Email** tab. The system:
    - Sends the emails that have the **Send** check box selected.
    - Retains the email record in the queue for each sent email.
    - Updates the date and time in the **Sent** column for each sent email so that a user can determine which emails have been sent for the associated IR.

4.5.2 Deleting, Opening, and Resending Emails

You can use the **Delete** and **Open** buttons in the Email tab to perform the following additional tasks:

Deleting
If an email has not been sent and you need to delete it from the queue (for example, because it is the wrong email type), select the email record and then click the **Delete** button. The system deletes the selected email.

Opening
You can open a sent or unsent email by selecting the record from the queue and then clicking the **Open** button in the lower right corner. You can also double-click on the email record to open the email.

If you open an email that has been sent, the **Incident Emails** window displays a read-only version of the email.

If you open an email that has not been sent, the **Incident Emails** window displays the active email, which you can change, if necessary. Click **Save** to save the new changes.

Resending
You can resend an email by opening the sent email, adding, deleting, or changing one or more email addresses in the **To** or **CC** fields, and then saving the new version. The system creates a new email record in the queue, which you can send or delete.

4.5.3 Email Administration

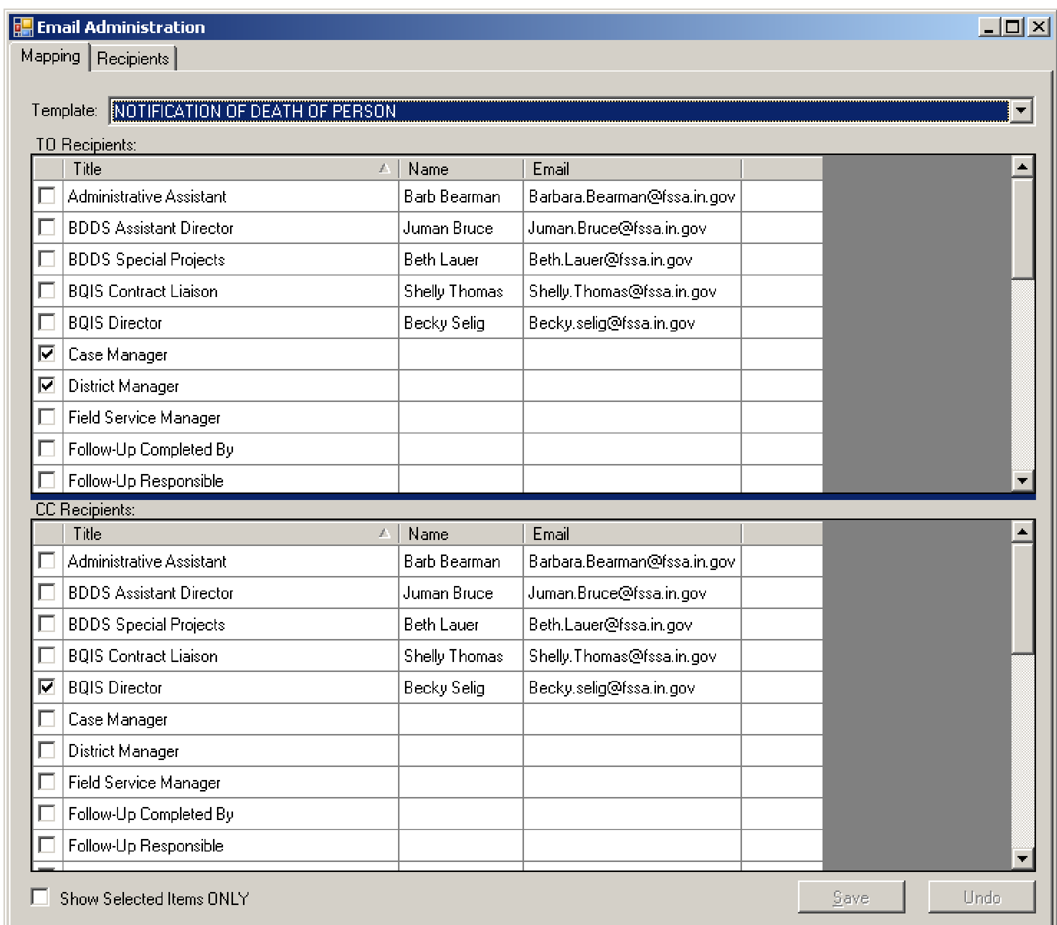
If you have logged in under the Supervisor or State Oversight role, you can perform email administration by selecting the **Supervisor** > **Email Administration** menu. The system displays the **Email Administration** window, which contains the following tabs:

- **Mapping**
- **Recipients**

4.5.3.1 Mapping Tab

Use the **Mapping** tab to assign one or more default recipients to the **To** and **CC** fields of a selected email template. When you select the email from the **Type** drop-down list on the **Email** tab, the system automatically addresses the email to the recipients indicated in the email template on the **Mapping** tab. Use the following steps to modify an email template:

1. Select the email type from the **Template** drop-down list. The system displays check marks beside the job titles that already exist for the selected email template, as shown in the following example of the **NOTIFICATION OF DEATH OF PERSON** email:

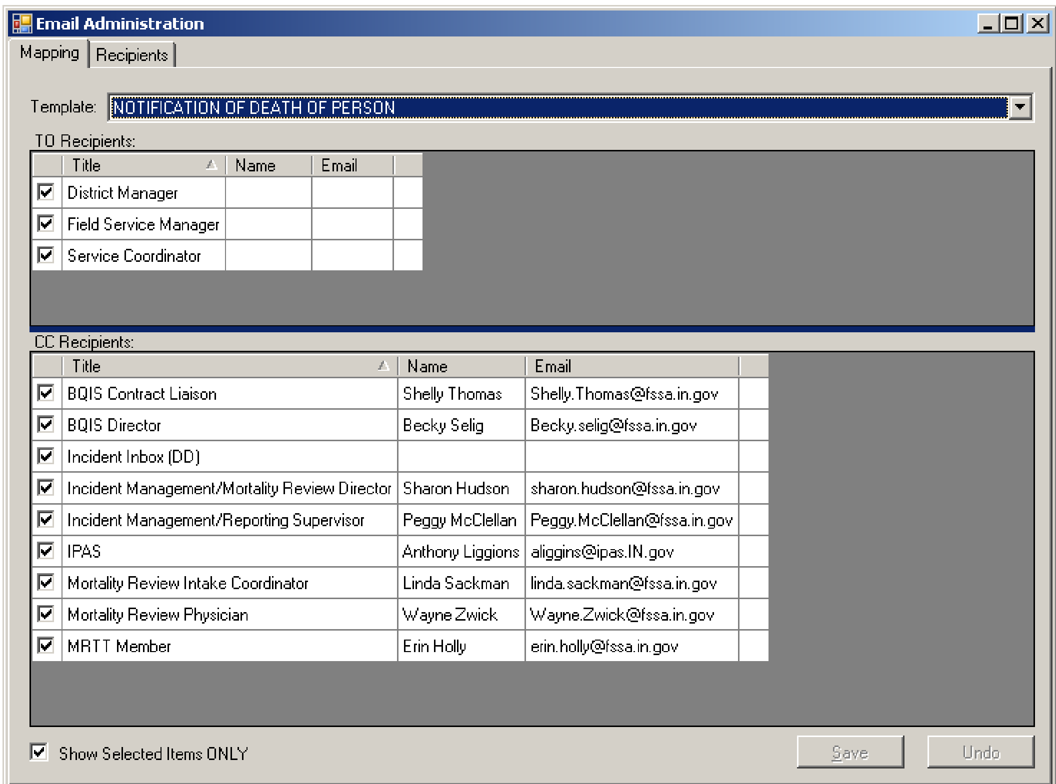


2. Click one or more check boxes beside the desired job titles to either add or delete the job title from the email template.

Tip

If you do not see a job title that you feel should be listed for the selected email template, you can use the [Recipients](#) tab to add it.

Selecting the **Show Selected Items ONLY** check box in the lower left corner causes the **TO Recipients** and **CC Recipients** lists to display only the selected job titles, as shown in the following illustration, which can make it easier to organize the lists:



3. Select **Save**.

4.5.3.2 Recipients Tab

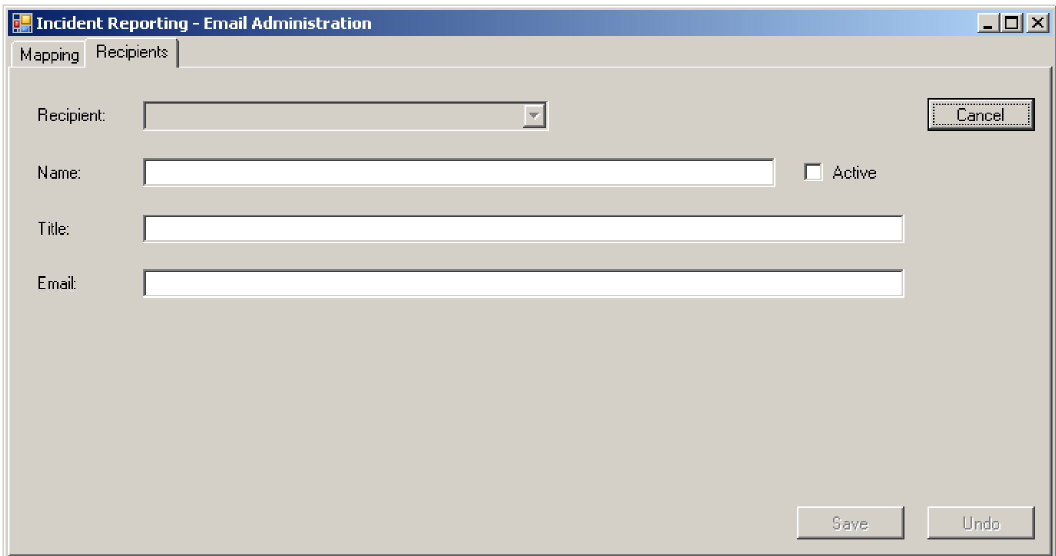
Use the **Recipients** tab to manage the job titles and recipients available in the **Email Administration** window. For example, you can:

- Add a recipient to the **TO Recipients** and **CC Recipients** lists.
- Modify an existing recipient on the **TO Recipients** and **CC Recipients** lists.
- Deactivate a recipient on the **TO Recipients** and **CC Recipients** lists.

Add Recipient

Use the following steps to add a recipient:

1. Select the **Recipients** tab. The system displays the contents of the **Recipients** tab, with the **Recipient** field and **Add** button activated.
2. Select **Add**. The system deactivates the **Recipient** field and activates the remaining fields on the tab, as shown in the following illustration:

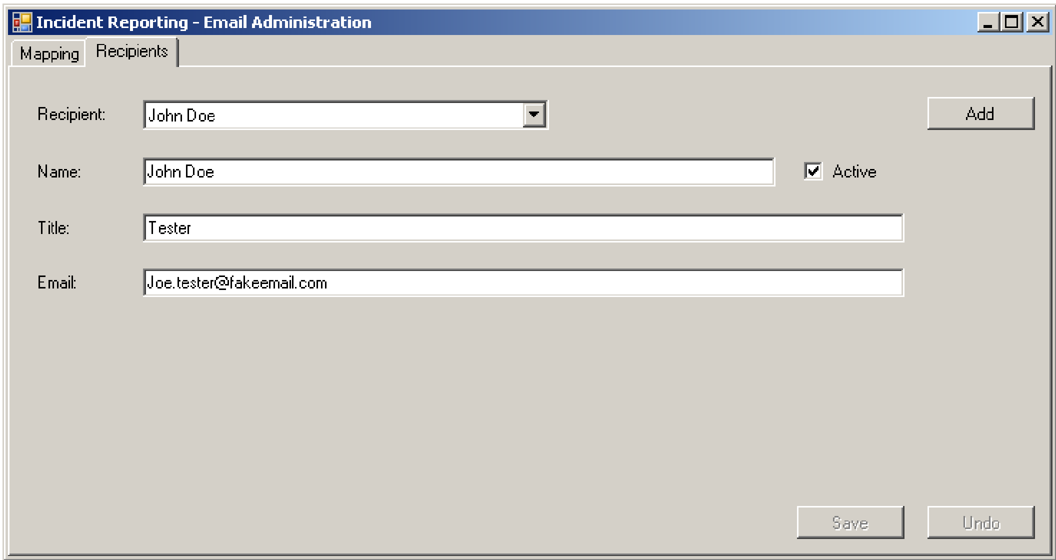


3. Enter the recipient's first and last name in the **Name** field.
4. Select the **Active** check box.
5. Enter the recipient's job title in the **Title** field.
6. Enter the recipient's email address in the **Email** field.
7. Select **Save**. The recipient's name appears in the **Recipient** field.
8. (Optional) To verify that the recipient was added, select the **Mapping** tab and scroll to the bottom of the **TO Recipients** and **CC Recipients** lists. The new name should appear at the bottom of both lists.

Modify Recipient

Use the following steps to modify a recipient:

1. Select the **Recipients** tab. The system displays the contents of the **Recipients** tab.
2. Select the recipient's name from the **Recipient** drop-down list. The system activates all of the fields on the tab, as shown in the following illustration:



3. Change one or more pieces of information and then select **Save**.

Deactivate Recipient

While you cannot remove a recipient from the **TO Recipients** and **CC Recipients** lists on the **Mapping** tab, you CAN deactivate a recipient. When you deactivate a recipient, the recipient's email address does NOT appear on a selected email, even if their name is selected on either the **TO Recipients** or **CC Recipients** lists on the **Mapping** tab.

Use the following steps to deactivate a recipient:

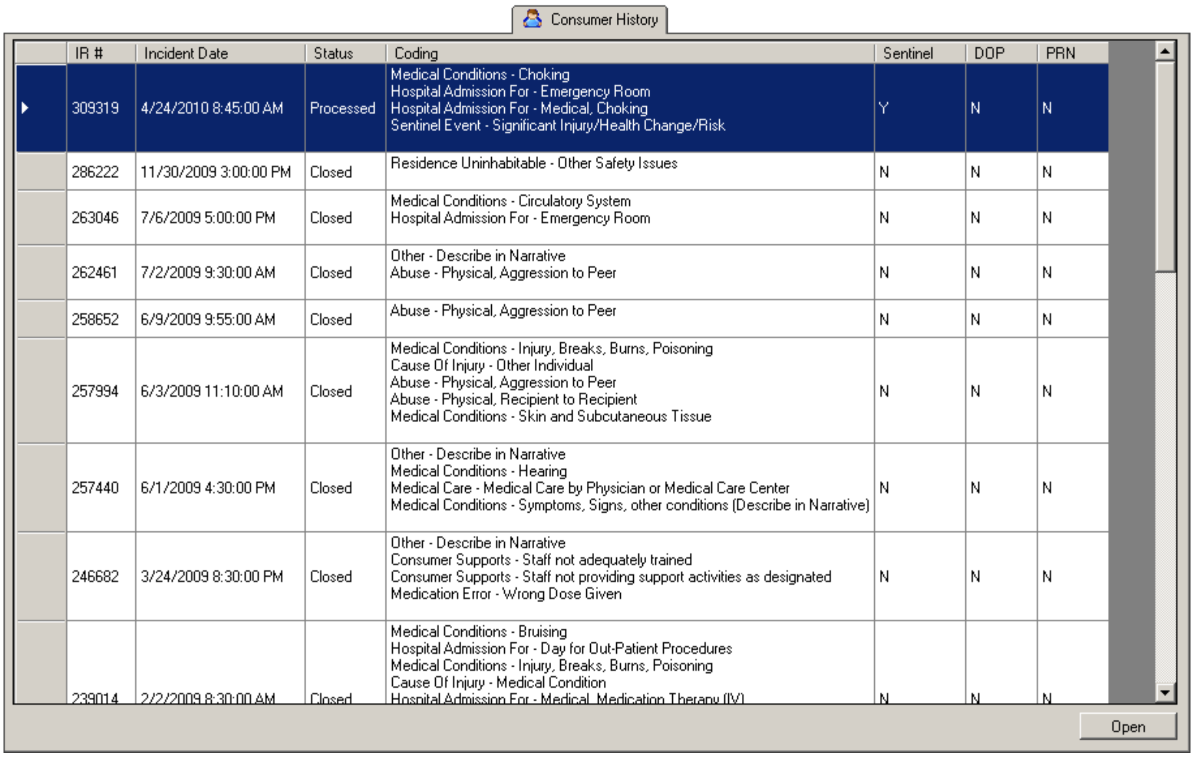
1. Select the **Recipients** tab. The system displays the contents of the **Recipients** tab.
2. Select the recipient's name from the **Recipient** drop-down list. The system activates all of the fields on the tab.
3. Clear the **Active** check box and then click **Save**.

4.6 Consumer History Tab

The **Consumer History** tab displays a table of the previous IRs submitted for the consumer. This tab appears after you link the IR to a consumer. The table in the **Consumer History** tab contains the following columns of information:

- IR#
- Incident Date
- Status
- Coding
- Sentinel
- DOP
- PRN

The following illustration shows an example of the **Consumer History** tab:


Consumer History

IR #	Incident Date	Status	Coding	Sentinel	DOP	PRN
309319	4/24/2010 8:45:00 AM	Processed	Medical Conditions - Choking Hospital Admission For - Emergency Room Hospital Admission For - Medical, Choking Sentinel Event - Significant Injury/Health Change/Risk	Y	N	N
286222	11/30/2009 3:00:00 PM	Closed	Residence Uninhabitable - Other Safety Issues	N	N	N
263046	7/6/2009 5:00:00 PM	Closed	Medical Conditions - Circulatory System Hospital Admission For - Emergency Room	N	N	N
262461	7/2/2009 9:30:00 AM	Closed	Other - Describe in Narrative Abuse - Physical, Aggression to Peer	N	N	N
258652	6/9/2009 9:55:00 AM	Closed	Abuse - Physical, Aggression to Peer	N	N	N
257994	6/3/2009 11:10:00 AM	Closed	Medical Conditions - Injury, Breaks, Burns, Poisoning Cause Of Injury - Other Individual Abuse - Physical, Aggression to Peer Abuse - Physical, Recipient to Recipient Medical Conditions - Skin and Subcutaneous Tissue	N	N	N
257440	6/1/2009 4:30:00 PM	Closed	Other - Describe in Narrative Medical Conditions - Hearing Medical Care - Medical Care by Physician or Medical Care Center Medical Conditions - Symptoms, Signs, other conditions (Describe in Narrative)	N	N	N
246682	3/24/2009 8:30:00 PM	Closed	Other - Describe in Narrative Consumer Supports - Staff not adequately trained Consumer Supports - Staff not providing support activities as designated Medication Error - Wrong Dose Given	N	N	N
239014	2/2/2009 8:30:00 AM	Closed	Medical Conditions - Bruising Hospital Admission For - Day for Out-Patient Procedures Medical Conditions - Injury, Breaks, Burns, Poisoning Cause Of Injury - Medical Condition Hospital Admission For - Medical, Medication Therapy (IV)	N	N	N

Open

By default, the system sorts the table in the **Consumer History** tab by the **Incident Date** column in descending order. To change the sort order, click on a different column heading. The system applies an arrow icon to the column heading to indicate the direction of the sort. An up arrow indicates an ascending sort, while a down arrow indicates a descending sort.

You can open one of the IRs on the table by double-clicking on the IR record or by selecting the record and then clicking the **Open** button in the lower right corner. The DDRS Incident Reporting window displays the opened IR.

5. IR Processing Procedures and Status Conditions

This section contains:

- Detailed procedures for the most commonly performed workflows associated with processing an IR.
- Information about the conditions required by the system before you can change the Incident Status field on an IR.

5.1 Incident Report Processing Procedures

This section contains detailed procedures that describe the following workflows:

- Basic Flow
- Insufficient Information
- Duplicated Report
- Incorrect Consumer
- Non-Reportable Incident
- Sentinel Event – Resolved
- Sentinel Event – Unresolved
- Follow-Up Required

Important

Each procedure assumes that you have already logged in to the DART system, accessed the Incident Reporting tool, and opened the desired IR.

While each procedure roughly mirrors a workflow path in the Initial Incident Report Processing flow chart, this section does NOT attempt to provide a procedure for every conceivable workflow path.

5.1.1 Basic Flow Workflow

The procedure described in the following table provides the basic flow steps for processing an IR:

Step	Action	Result
1	Review the incident reporting tabs: • Does sufficient information exist to continue processing? • Is this a duplicated report? (In other words, is this IR describing the same incident as another IR that was NOT created by using the Duplicate button?) • Is this IR associated with the correct consumer?	 Yes No Yes
2	Link the IR to the consumer and then select **Save**	The consumer's DART information appears in the DART Record Fields section at the top of the window
3	Review the Narratives tab: • Is this incident reportable?	 Yes
4	Use the Consumer History tab to review the previous IRs for this consumer	Open the last IR on the list in this tab to redisplay the IR that you are processing
5	Use the Coding tab to code the IR for an incident other than Sentinel or ANE and then select **Save**	The system saves the changes
6	Based on the entries on the **Narratives** and **Coding** tabs, does this IR qualify as a Sentinel event?	If No – continue with the next step If Yes – proceed to either the Sentinel Event - Resolved workflow procedure or the Sentinel Event – Unresolved workflow procedure
7	Is a FUR required? On the Incident Details tab: - Set the Follow-Up field to **Not Required** - Set the Person Responsible field to a value other than blank	No
8	Set the ANE field to **N/A** and then	The system saves the changes

Step	Action	Result
	select **Save**	
9	Use the Email tab to send the appropriate emails to the designated recipients	The system sends the emails and updates the information on the **Email** tab
10	On the **Incident Details** tab: - Set the Date Closed field to a valid value (for example, a date that is neither in the future nor before the incident date) - Set the Incident Status field to **Closed** - Select **Save**	The system saves the changes and closes the IR

5.1.2 Insufficient Information Workflow

The procedure described in the following table assumes that you are familiar with the Basic Flow workflow, and provides the steps for processing an IR with insufficient information:

Step	Action	Result
1	Review the incident reporting tabs: • Does sufficient information exist to continue processing?	No
2	Use the Email tab to send the appropriate emails	The system sends the email and updates the information on the **Email** tab
3	On the Incident Details tab: - Set the Incident Status field to **Deleted** - Select **Save**	The system saves the changes and deletes the IR

5.1.3 Duplicated Report Workflow

The procedure described in the following table assumes that you are familiar with the Basic Flow workflow, and provides the steps for processing an IR that is an inadvertent duplicate of another IR:

Step	Action	Result
1	Review the incident reporting tabs: • Does sufficient information exist to continue processing? • Is this a duplicated report? (In other words, is this IR describing the same incident as another IR that was NOT created by using the Duplicate button?)	 Yes Yes
2	Use the Email tab to send the appropriate emails	The system sends the email and updates the information on the **Email** tab
3	On the Incident Details tab: - Set the Incident Status field to **Deleted** - Select **Save**	The system saves the changes and deletes the IR

5.1.4 Incorrect Consumer Workflow

The procedure described in the following table assumes that you are familiar with the Basic Flow workflow, and provides the steps for processing an IR that is associated with the wrong consumer:

Step	Action	Result
1	Review the incident reporting tabs: • Does sufficient information exist to continue processing? • Is this a duplicated report? (In other words, is this IR describing the same incident as another IR that was NOT created by using the Duplicate button?) • Is this IR associated with the correct consumer?	 Yes No No
2	On the Incident Details tab, select the Pending check box and then select **Save**	By marking the IR as Pending, you can perform independent research to locate or identify the correct consumer
3	Were you able to locate or identify the correct consumer? **Yes** – Proceed to Step 2 of the Basic Flow procedure and perform the remaining steps in that table **No** – Proceed to the next step in this procedure	Conditional results
4	Use the Email tab to send the appropriate emails	The system sends the email and updates the information on the **Email** tab
5	On the Incident Details tab: - Set the Incident Status field to **Deleted** - Select **Save**	The system saves the changes and deletes the IR

5.1.5 Non-Reportable Incident Workflow

The procedure described in the following table assumes that you are familiar with the Basic Flow workflow, and provides the steps for processing an IR for an incident that is not reportable:

Step	Action	Result
1	Review the incident reporting tabs: • Does sufficient information exist to continue processing? • Is this a duplicated report? (In other words, is this IR describing the same incident as another IR that was NOT created by using the Duplicate button?) • Is this IR associated with the correct consumer?	Yes No Yes
2	Link the IR to the consumer and then select **Save**	The consumer's DART information appears in the DART Record Fields section at the top of the window
3	Review the Narratives tab: • Is this incident reportable?	No
4	On the Incident Details tab: - Select the Non-Reportable check box - Set the Incident Status field to **Deleted** - Select **Save**	The system saves the changes and deletes the IR **Important** The Initial Incident Report Processing flow chart shows this step as ***Delete or Close IR***. To close this IR, you must perform additional steps that are required to meet the status conditions for this transition.

5.1.6 Sentinel Event – Resolved Workflow

The procedure described in the following table assumes that you are familiar with the Basic Flow workflow, and provides the steps for processing an IR with a Sentinel event that is resolved:

Step	Action	Result
1	Review the incident reporting tabs: • Does sufficient information exist to continue processing? • Is this a duplicated report? (In other words, is this IR describing the same incident as another IR that was NOT created by using the Duplicate button?) • Is this IR associated with the correct consumer?	 Yes No Yes
2	Link the IR to the consumer and then select **Save**	The consumer's DART information appears in the DART Record Fields section at the top of the window
3	Review the Narratives tab: • Is this incident reportable?	 Yes
4	Use the Consumer History tab to review the previous IRs for this consumer	Open the last IR on the list in this tab to redisplay the IR that you are processing
5	Use the Coding tab to code the IR for a Sentinel event and then select **Save**	The system saves the changes
6	Based on the entries on the **Narratives** and **Coding** tabs, does this IR qualify as a Sentinel event?	Yes
7	On the Incident Details tab, select the Sentinel check box	The system populates the corresponding date field with the current date
8	Has the Sentinel issue been resolved? - Select the Sentinel Closed By check box - Complete the corresponding fields with the applicable information	Yes The two corresponding fields to the right of the check box become active

Step	Action	Result
9	Is a FUR required? - Set the Follow-Up field to **Not Required** - Set the Person Responsible field to a value other than blank	No
10	Set the **ANE** field to a value that is appropriate to the Sentinel event details and then select **Save**	The system saves the changes
11	Use the Email tab to send the appropriate emails to the designated recipients	The system sends the emails and updates the information on the **Email** tab
12	On the **Incident Details** tab: - Set the Date Closed field to a valid value (for example, a date that is neither in the future nor before the incident date) - Set the Incident Status field to **Closed** - Select **Save**	The system saves the changes and closes the IR

5.1.7 Sentinel Event – Unresolved Workflow

The procedure described in the following table assumes that you are familiar with the Basic Flow workflow, and provides the steps for processing an IR with a Sentinel event that is NOT resolved:

Step	Action	Result
1	Review the incident reporting tabs: • Does sufficient information exist to continue processing? • Is this a duplicated report? (In other words, is this IR describing the same incident as another IR that was NOT created by using the Duplicate button?) • Is this IR associated with the correct consumer?	 Yes No Yes
2	Link the IR to the consumer and then select **Save**	The consumer's DART information appears in the DART Record Fields section at the top of the window
3	Review the Narratives tab: • Is this incident reportable?	 Yes
4	Use the Consumer History tab to review the previous IRs for this consumer	Open the last IR on the list in this tab to redisplay the IR that you are processing
5	Use the Coding tab to code the IR for a Sentinel event and then select **Save**	The system saves the changes
6	Based on the entries on the **Narratives** and **Coding** tabs, does this IR qualify as a Sentinel event?	Yes
7	On the Incident Details tab, select the Sentinel check box	The system populates the corresponding date field with the current date
8	Has the Sentinel issue been resolved?	No
9	Is a FUR required? - Proceed to Section 5.1.8 – Follow-Up Required	Yes

5.1.8 Follow-Up Required

The procedure described in the following table provides the steps required to request a FUR for an IR.

Because this procedure can apply to ANY workflow path that leads the user to the ***Follow-Up Required*** decision diamond on the Initial Incident Report Processing flow chart, Step 1 begins at this point on the flow chart.

Step	Action	Result
1	Is a FUR required? - Set the Follow-Up field to **Required** - Set the Person Responsible field to the entity responsible for follow-up - Set the Incident Status field to **Processed** - Select **Save**	Yes
2	Use the Email tab to send the appropriate emails to the designated recipients	The system sends the emails and updates the information on the **Email** tab

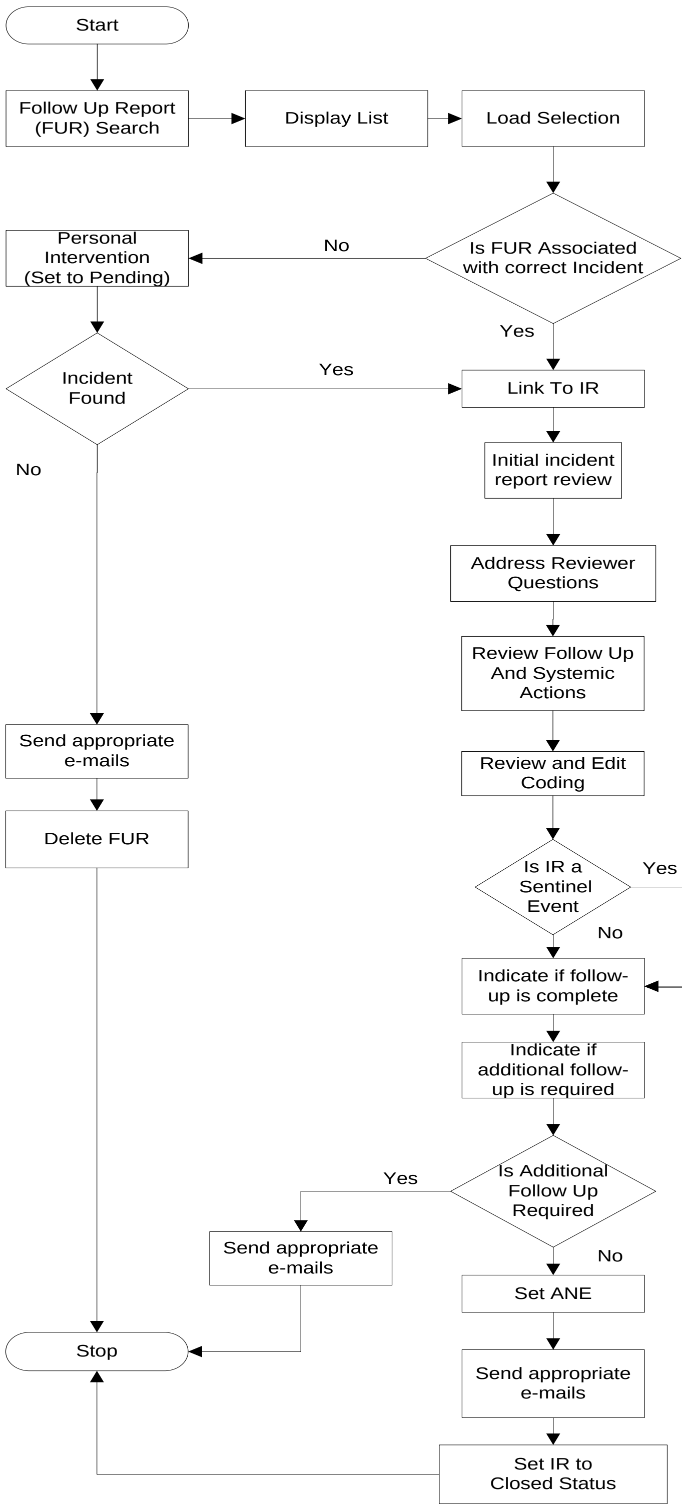
5.2 Status Conditions

The following table describes the conditions required by the system before you can change the Incident Status field on an IR:

Status Change	Condition Requirements
Submitted to **Processed**	The following conditions must be met: • The IR has been coded. • The IR is linked to a consumer. • The Follow-Up field is set to **Required**. • The Person Responsible field contains an entry. • The Date Closed field is blank. If one or more of these conditions are not met, the system displays an error message listing the unmet conditions and reverts back to the previous status.
Submitted to **Closed**	The following conditions must be met: • The IR has been coded. • The IR is linked to a consumer. • The Follow-Up field is set to **Not Required**. • The Person Responsible field contains an entry. • The Date Closed field contains a value. If one or more of these conditions are not met, the system displays an error message listing the unmet conditions and reverts back to the previous status.
Submitted to **Deleted**	One of the following conditions must be met: • The IR is NOT linked to a consumer. -Or- • The IR is linked to a consumer and is marked as Non-Reportable. If neither of these conditions is met, the system displays an error message listing the unmet condition and reverts back to the previous status.
Processed to **Closed**	The following conditions must be met: • The IR has been coded. • At least one FUR has been linked to the IR. • The Follow-Up field is set to **Completed**. • The Person Responsible field contains an entry. • The Date Closed field contains a value. If one or more of these conditions are not met, the system displays an error message listing the unmet conditions and reverts back to the previous status.

6. Follow-Up Report Processing Flow Chart

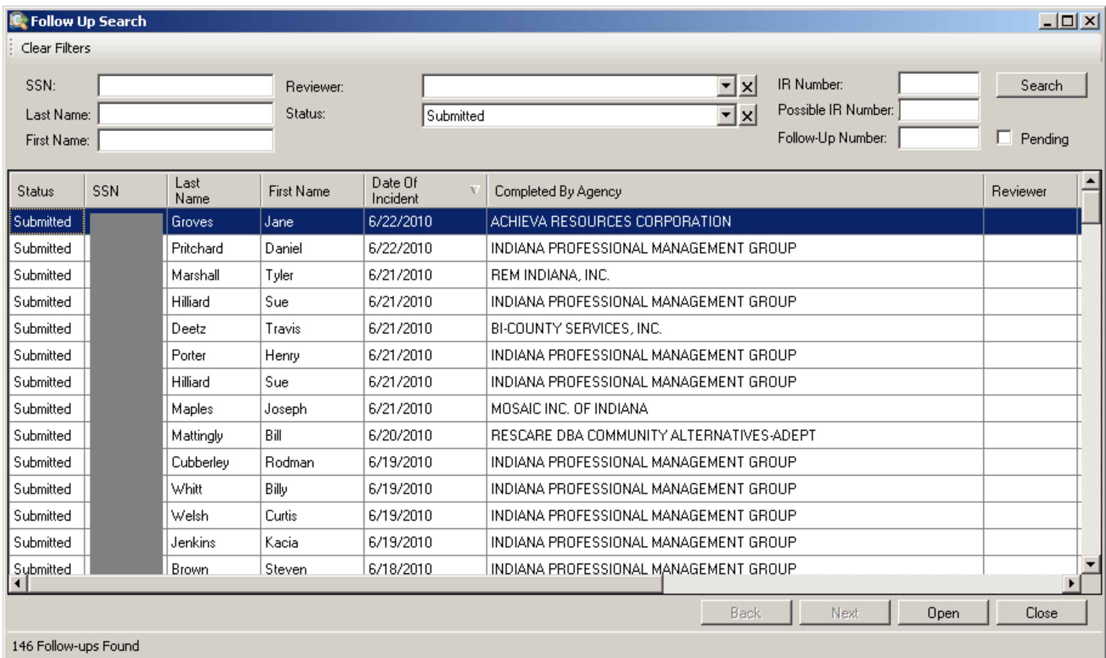
You can use the DART Incident Reporting tool to process one or more FURs that are associated with an IR. The following flow chart shows the workflow for processing a FUR:



6.1 Locating and Displaying a Follow-Up Report

As described in the first few steps of the Follow-Up Report Processing flow chart, you must first locate and display the desired FUR. Use the following procedure to accomplish this task:

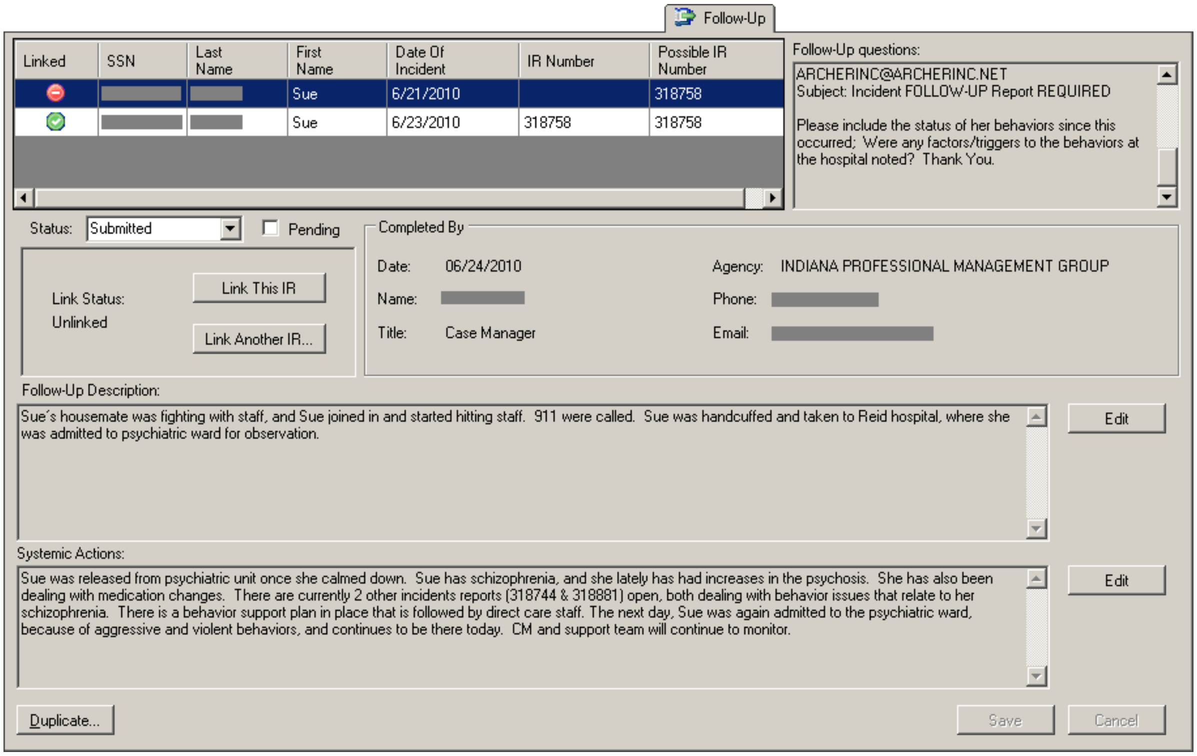
1. Log in to the DART product.
2. On the main screen, select the **INcident** button. The system displays a blank DDRS Incident Reporting window.
3. Select **Search > Follow-Up Reports** from the Menu bar. The **Follow-Up Search** window appears and displays a list of currently submitted FURs, as shown in the following illustration:



4. Locate the desired FUR and double-click on the row that contains it. The DDRS Incident Reporting window displays the IR information and selects the Follow-Up tab by default. If the desired FUR does not initially appear on the list, you can:
    a. Click a column header to sort the information by that column. For example, clicking the **Last Name** column header arranges the entire list by last name in ascending order, which might make it easier to locate the FUR you need. Clicking **Last Name** again sorts the list by last name in descending order.
    b. Redefine the search by selecting **Clear Filters** and then changing one or more of the search parameter fields at the top of the **Follow-Up Search** window. The more information you provide, the more accurately the system can perform the search.
    c. Click the **Next** and **Back** buttons at the bottom of the **Follow-Up Search** window if your search yields more than 500 Follow-Up reports.

6.2 Follow-Up Tab

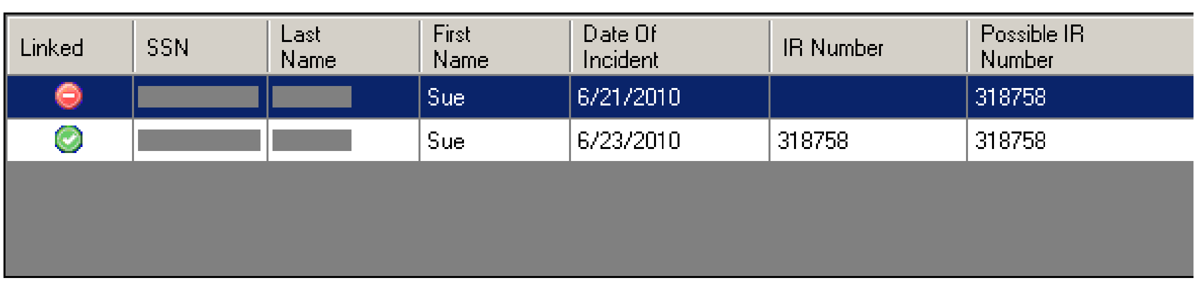
The **Follow-Up** tab contains indicators and controls that you can use to process a FUR that was completed in the IFUR Tool and has been associated with an IR. The following illustration shows an example of the **Follow-Up** tab:



The top of the **Follow-Up** tab contains a grid that displays records for FURs that are either:

- Associated – an associated FUR displays a red minus sign icon in the **Linked** column and an IR number in the **Possible IR Number** column.
- Linked – a linked FUR displays a green check mark icon in the **Linked** column and the actual number of the IR to which it is linked in the **IR Number** column.

The following illustration shows an example of a record grid that contains an associated FUR record and a linked FUR record:



When you click on a FUR record in the grid, the fields and controls in the lower portion of the **Follow-Up** tab display the details for that FUR.

6.2.1 Follow-Up Tab Fields and Controls

The following table describes the fields and window controls on the **Follow-Up** tab:

Field or Control	Description
Follow-Up questions	This field displays the notes that a user entered into the Follow-Up Questions sub tab on the Narratives tab.
Status	Use this field to change the status of the FUR. By default, the system sets this field to **Submitted** for an associated FUR. The following valid entries can appear in this field: • **Submitted** • **Processed** • **Deleted** **Important** The **Status** column in the Follow-Up Search window displays the status of the FUR, NOT the status of the IR, which can be different. For example, you might open a FUR in the Submitted status that is associated with an IR in the Closed status.
Pending	Select this check box to mark the FUR as pending, indicating that the FUR has been initially reviewed and requires research by the reviewer (for example, because the FUR is associated with an incorrect IR). This check box is only available for a FUR that is not linked to an IR. When selected, you can manually clear this check box or allow the system to automatically clear it when you link the FUR to an IR.
Link Status	This field indicates whether the selected FUR is linked or not linked to an IR. The buttons in this area of the tab change according to the following conditions: • If the FUR is linked, the **Link to This IR** button is inactive and the **Link to Another IR** button is active. • If the FUR is not linked, both the **Link to This IR** and **Link to Another IR** buttons are active.
Link to This IR	Select this button to link the FUR to the IR to which it is currently associated. **Important** After you link a FUR to an IR, you cannot unlink the FUR.
Link to Another IR	Select this button to link the FUR to a different IR. While you cannot unlink a FUR, you CAN use this button to link the FUR to the correct IR.

Field or Control	Description
Completed By	This section displays pertinent information about the person who completed and submitted the FUR in the IFUR tool.
Follow-Up Description	This field displays the follow-up description notes added by the person who completed and submitted the FUR in the IFUR tool.
Systemic Actions	This field displays the systemic action notes added by the person who completed and submitted the FUR in the IFUR tool.
Edit	Select this button beside either the **Follow-Up Description** or **Systemic Actions** field to add note text to the associated field.
Duplicate	Select this button to create one or more duplicates of the selected FUR.

6.2.2 Linking a Follow-Up Report to an Incident Report

Use the following steps to link a FUR to an IR:

1. Select the **Follow-Up** tab.
2. Select the record of the FUR to link from the record grid, if applicable.
3. Select the Link to This IR button. The system changes the icon in the **Linked** column of the grid from a red minus sign to a green check mark, and updates the **IR Number** field with the number of the linked IR.
4. Select **Save**.

6.2.3 Linking a Follow-Up Report to a Different Incident Report

You can link a FUR to a different IR. For example, you would do this when:

- The FUR is currently not linked, and the system has associated the FUR with an incorrect IR.
- The FUR was linked to an incorrect IR, and you need to link it to the correct IR.

Use the following steps to link a FUR to a different IR:

1. Select the **Follow-Up** tab.
2. Select the record of the FUR to link from the record grid, if applicable.
3. Select the Link to Another IR button. The system displays the **Incident Search** window and automatically performs an SSN search for Processed or Closed IRs.

   If the current search results do not include the appropriate IR, you can perform another search.
4. Locate and click the appropriate IR.

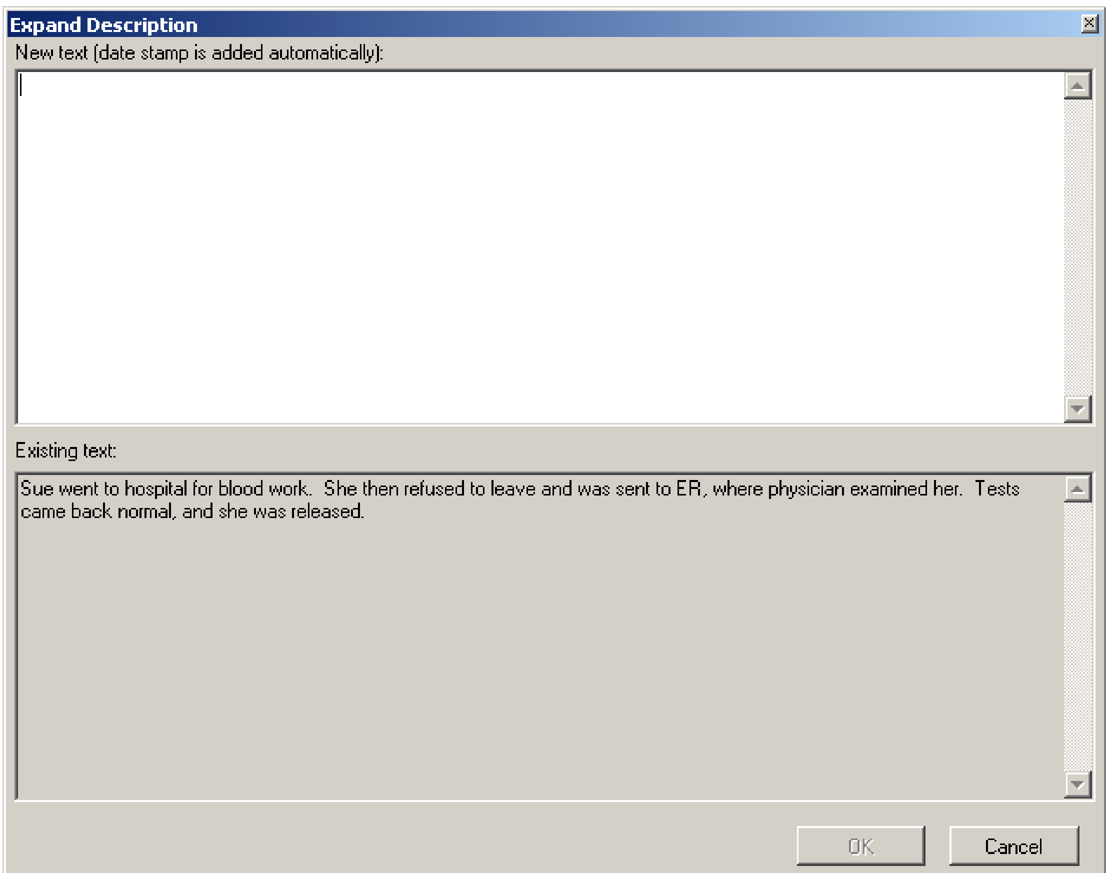
5. Select the **Link** button at the bottom of the **Incident Search** window. The system displays the selected IR in the **DDRS Incident Reporting** window.
6. (Optional) To verify that the system linked the FUR to the displayed IR, select the **Follow-Up** tab and review the contents of the record grid.

6.2.4 Adding Note Text to a Follow-Up Report

Use the following steps to add note text to either the **Follow-Up Description** field or the **Systemic Actions** field:

1. Select the **Follow-Up** tab.
2. Select the record of the FUR to modify from the record grid, if applicable.
3. Select the corresponding **Edit** button beside the field to modify. The system displays either the **Expand Description** or **Expand System Actions** window, as applicable. The functionality of each window is identical to the other.

   The following illustration shows an example of the **Expand Description** window:

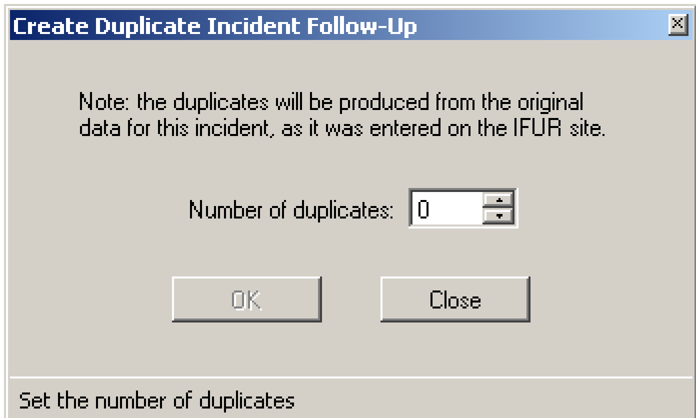
   

4. Enter the new note text in the **New text** field at the top of the window. You can press **Enter** one or more times to add spacing between lines of text, if necessary.
5. Select **OK**. The window disappears and the new text appears in the appropriate field on the **Follow-Up** tab.
6. Select **Save**.

6.2.5 Duplicating a Follow-Up Report

Use the following steps to add note text to either the **Follow-Up Description** field or the **Systemic Actions** field:

1. Select the **Follow-Up** tab.
2. Select the record of the FUR to duplicate from the record grid, if applicable.
3. Click the **Duplicate** button in the lower left corner of the **Follow-Up** tab. The **Create Duplicate Incident Follow-Up** window appears, as shown in the following illustration:



4. Enter the number of desired duplicate reports in the **Number of duplicates** field.
5. Click **OK**.
6. The "Duplicates created successfully" message appears at the bottom of the window.
7. Click **Close**.
8. Use the **Follow-Up Search** window to locate and work with the duplicated FURs.

6.3 Follow-Up Report Processing Procedures

This section contains detailed procedures that describe the following workflows:

- Basic Flow
- FUR Associated with Incorrect IR
- Follow -Up Process Not Complete

Important

Each procedure assumes that you have already logged in to the DART system, accessed the Incident Reporting tool, and opened the desired FUR.

While each procedure roughly mirrors a workflow path in the Follow-Up Report Processing flow chart, this section does NOT attempt to provide a procedure for every conceivable workflow path.

6.3.1 Follow-Up Report Basic Flow Workflow

The procedure described in the following table provides the basic flow steps for processing a FUR:

Step	Action	Result
1	Review the Incident Details and Follow-Up tabs: • Is the FUR associated with the correct IR?	Yes
2	Review the Link Status indicator in the **Follow-Up** tab: • Is the FUR linked?	No
3	Select **Link to This IR**	The system links the FUR to the associated IR
4	In the Narratives tab, review the sub tabs and use the Edit buttons to address any Reviewer questions	The system appends the notes to the existing information
5	In the **Follow-Up** tab: - Review the **Follow-Up Description** and **Systemic Actions** fields - Use the **Edit** buttons to add pertinent note text	The system appends the notes to the existing information

Step	Action	Result
6	In the Coding tab, review and update the IR codes	The system saves the changes and displays a check mark beside each category that contains one or more selected codes
7	Based on the review of the **Narratives** and **Coding** tabs, does this IR qualify as a Sentinel event?	No
8	Is the follow-up process complete? In the **Incident Details** tab: - Set the Follow-Up field to **Completed** - Set the ANE field to the appropriate entry - Select **Save**	Yes The system saves the changes and updates the IR
9	Use the Email tab to send the appropriate emails to the designated recipients	The system sends the email and updates the information on the **Email** tab
10	On the **Incident Details** tab: - Set the Incident Status field to **Closed** - Select **Save**	The system saves the changes and closes the IR

6.3.2 FUR Associated with Incorrect IR Workflow

The procedure described in the following table provides the steps for processing a FUR that is associated with an incorrect IR:

Step	Action	Result
1	Review the Incident Details and Follow-Up tabs: • Is the FUR associated with the correct IR?	No
2	In the Follow-Up tab: - Select the Pending check box - Select **Save**	By marking the FUR as Pending, you can perform independent research to locate or identify the correct IR
3	Were you able to locate or identify the correct IR? **Yes** – Use the Link to Another IR button to link the FUR to the identified IR, and then proceed to Step 4 of the Basic Flow procedure and perform the remaining steps in that table. **No** – Proceed to the next step in this procedure	Conditional results
4	Use the Email tab to send the appropriate emails to the designated recipients	The system sends the email and updates the information on the **Email** tab
5	On the **Follow-Up** tab: - Set the **Status** field to **Deleted** - Select **Save**	The system: • Retains the FUR record on the grid in the **Follow-Up** tab • Removes the FUR record from the Submitted search results list in the **Follow-Up Search** window

6.3.3 Follow-Up Process Not Complete Workflow

Because this procedure can apply to ANY workflow path that leads the user to the ***Is follow-up process complete*** decision diamond on the Follow-Up Report Processing flow chart, Step 1 begins at this point on the flow chart.

Step	Action	Result
1	Is the follow-up process complete?	No
2	Is an additional FUR required?	**Yes** – Proceed to the next step **No** – Proceed to Step 4
3	Use the Email tab to send the appropriate emails to the designated recipients Stop	The system sends the email and updates the information on the **Email** tab This workflow is complete
4	On the Incident Details tab: - Set the ANE field to the appropriate entry - Select **Save**	
5	Use the Email tab to send the appropriate emails to the designated recipients	The system sends the email and updates the information on the **Email** tab
6	On the **Incident Details** tab: - Set the Incident Status field to **Closed** - Select **Save**	The system saves the changes and closes the IR